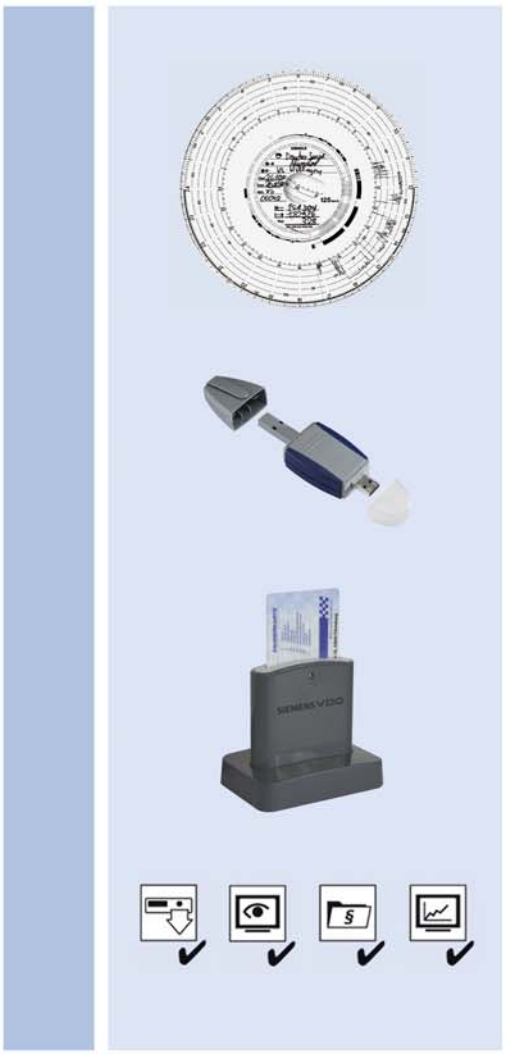
TIS-Office

Tachograph Data Information Service



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Installation Guide
Version 2

SIEMENS VDO

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Document history

Date	Chapter/ page	Subject, change, action taken
07/2007	fully revised	TIS-Office 2.6.

Release: 07/26/2007

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1 Introduction

TIS-Office is a fleet management office application intended for fleet company office staff, fleet managers and authorities. Its various modules include functions for managing master records, analysing tachograph data, generating driver, vehicle and security reports. Parameters for programs, tachographs, scanners and users can also be individually set.

With the TIS-Office ToolBox administration utility, additional functions are available for managing TIS-Office databases, e.g. for different companies; for more information please refer to the ToolBox User Guide included on the TIS-Office product CD.

This installation guide has been written for you, the TIS-Office user; it will help you to install the program.

Where to find what

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When writing this installation guide care has been taken to provide detailed information on how to install the program – this will help you understand exactly which components are being installed on your computer together with TIS-Office.

Tip

If no database applications are available on your computer, you can easily start installing the program's stand-alone version.

If you want to install the Client/Server version, you should read *Chapter 3 "Preparing for installation"* thoroughly. This will save you having to spend too much time searching for errors if the program could not be installed properly.

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1.1 TIS-Office modules and components

Modules

Both in stand-alone mode and in client/server mode, TIS-Office 2 includes the modules below:

- Basic: maintaining master data, importing DTCO data, entering TCO data manually, creating driver activity and vehicle reports
- Archive: archiving DTCO data, extended reporting functions for archived data
- Driver Reports: advanced driver activity reporting functions
- Vehicle Reports: advanced vehicle activity reporting functions
- Company: managing DTCO and TCO data for different companies, driver and vehicle groups, user roles and permissions
- Scanner: scanning TCO data
- Infringement: driver and vehicle infringement reports

You can test all modules in demo mode for a period of 40 days using real DTCO data (except for the "Scanner" module). It goes without saying that this data will still be available when you have licensed the program. Please refer to *Chapter 6.1 "Startup"* from *page 6-2*.

Licensing

The "Basic" module is licensed using a software key.

For the other modules you will need a dongle (copying protection) and the relevant software keys. Please refer to *Chapter 7 "Licensing"* from *page 7-1*.

Components

To work with TIS-Office, you must install the components below on your computer or on your local network:

- SQL Server 2005 Express, database engine (part of the installation routine) or SQL Server 2005 (not included); for additional databases please refer to *Chapter 2.2 "Database requirements"* from *page 2-4*
- TIS-Office, application for fleet companies and authorities
- TIS-Office Service; utility for downloading and saving DTCO data
- TISFile Transfer Service; utility for retrieving files stored in a specific folder on a Downloadterminal or Outdoor Terminal
- TISHLaw Service; utility used to "calculate" infringements
- .NET Framework version 2.0; tool for running applications
- MDAC 2.8; tool that supports database communication
- Crystal Reports; tool for creating reports
- Dongle device driver (module access)

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These components can be found on the TIS-Office CD-ROM.

The required components are installed automatically depending on the installation version; see also *Chapter 1.2 "Installation versions at a glance"* from *page 1-4*.

Installation-specific components

Components	Stand-alone	Client	Server
SQL Server 2005 Express	✓		✓
Install	✓	✓	
TISOffice Service	✓		✓
TISFile Transfer Service	✓		✓
TISHLaw Service	✓		✓
.Net Framework Vers. 2.0	✓	✓	✓
MDAC 2.8, Service Pack 1	✓	✓	✓
Crystal Reports, Crystal 10	✓	✓	
Dongle (device driver)	✓		✓

Table 1-1: Installation-specific components

Important

For information on what you should note when installing the server version please refer to *Chapter 2.2 "Database requirements"* from *page 2-4*.

You can also use the SQL Server 2005 database.

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1.2 Installation versions at a glance

Stand-alone installation

TIS-Office and all its components can be installed in stand-alone mode on a single computer. It offers all the functions you need for managing fleets based on tachograph data.

Select this installation version if you want to install TIS-Office and the database (e.g.. SQL Server 2005 / Microsoft SQL Server 2005 Database) on the same computer. For further information on the stand-alone installation version please refer to *Chapter 4.2 "Stand-alone installation"* from *page 4-8*.

Client / Server installation

TIS-Office can of course also be used in a Client/Server environment. Here all components are installed on different computers in a (local) network. So all authorised users in a company have access to the same database and can use the same data if it is saved on the server. For further information on installing the Client/Server version please refer to *Chapter 4.3 "Client / Server installation"* from *page 4-16*.

Important

Before you start installing TIS-Office you should always check whether a database is already available on the computer or the computers in your network on which the stand-alone version is to be installed; please refer to *Chapter 3 "Preparing for installation"*.

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1.3 About this document

Target users

This guide has been written for both users that want to install programs for the first time and for system administrators. Therefore it is inevitable that when reading this guide you may feel that it is not addressed to you either because the procedures described are familiar to you or because the topics are not relevant for you.

You can easily start installing the TIS-Office stand-alone version on a brand new computer. With existing computers we recommend that you read *Chapter 3 "Preparing for installation"*. You can then take the necessary preparatory steps so that you can detect and take into consideration any problems that could occur.

Information for system administrators: Some descriptions in this guide will certainly not contain any groundbreaking news. However, you will find useful tips that will make it easier for you to install the Client/Server version in particular.

What you should know

This documentation assumes that you have gained practical experience of the operating system you use and its conventions.

If you want to install the Client/Server version, you should be familiar with:

- local networks and
- database management.

Depending on your current operating system settings you must also have administrator rights or the permission to install programs.

Typographical conventions

The uniform structure of the sections that describe this application should make it easier for you to start using the manual.

The left hand column…

- ... …is reserved for what we call marginal notes that emphasise a specific subject in the form of keywords and should thus make finding information easier for you. You can also access many of these keywords using the index.

The right hand column…

- ... …is reserved for the detailed description using text, pictures of program windows and dialogue boxes and tables.

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Symbols and characters used

Symbol	Description	Example
„ … “	Menu items, functions and text information and also field names, if these are part of an instruction description	"Control Panel"; "Run..."
(…)	Amendments, explanations, examples	TIS (Tachograph Data Information Services)
> … and …:	Menu items followed by a colon, if a tab is also referred to	"File > Properties: Sharing"
[…]	Buttons used to start an action	Click on **[Save]**…
•	Work steps without a specific order and first level lists	• are not numbered
–	Stages or second level lists	– If an action…
bold typeface	Work step, field names or access data, e.g. password	**1. Click on [Next>] to…**
italic typeface	References to a chapter, the title of a chapter or a marginal note	Please refer to *Chapter 1.2 "Installation versions at a glance..."*
SMALL CAPITALS	Keys used to operate the program	Confirm your entry with RETURN or ENTER.
Condition	Conditions that must be met in order to carry out an instruction or a program command successfully	Before logging on you must ensure that…
Tip	Practical tips for working with TIS-Office and this documentation	For further information on…
Important	Notes on the application, explanations on program components and background knowledge	If your password is not accepted, then…
Caution	Warning that you definitely must heed in order to avoid errors or data loss	Before deleting data you should…

Table 1-2: Symbols and characters used in this document

Important

Please note that all descriptions and screen shots in this manual are based on Windows XP's standard layout.

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1.4 Important note on data protection

The Data Protection Act requires personal data to be protected from fraudulent use by third parties. Any infringement of the Data Protection Act will be prosecuted.

If you use a data processing system for recording, processing and storing personal data electronically, you are obliged to comply with the Data Protection Act.

Important

Take appropriate technical and organisational measures to protect personal data stored in TIS-Office against unauthorised access.

Back up the data regularly, (i.e. depending on how much you use the program) in machine readable form to ensure that it can be restored without incurring too much work.

Database security

Please make a note of the password for the database. Please remember the database password – you will need it in future when you install applications that run with the database you have installed, e.g. SQL 2005 Express or SQL Server 2005.

- The default TIS-Office database password set during installation is **admin123**.
- **sa** is the default user name for the system or database administrator.

To protect your data you should change the database password from time to time. SQL Server 2005 provides suitable functions for this. You will find appropriate tools for SQL Server 2005 Express (e.g. freeware) on the Internet.

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2 Requirements

This chapter describes the hardware and software requirements that must be met to install TIS-Office.

In addition, you will find information on the database environment and requirements for using TIS-Office.

Where to find what

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2.3	**Requirements for use**	**2-6**

Important

Apart from the hardware requirements described in this chapter, please note the following: A computer can only offer a limited number of USB interfaces.

If you want to connect a mouse, keyboard, printer, chip card reader, Downloadkey, scanner and dongle to your computer using USB ports, you will need a so-called USB hub. When buying such a unit make sure that it has its own power supply to avoid any performance loss.

Please also refer to *Chapter 2.3 "Requirements for use"* from *page 2-6*.

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2.1 Installation requirements

Before installing TIS-Office make sure that both the hardware and software requirements are fulfilled.

2.1.1 Hardware

	Stand-alone installation	Network installation	
		Client	**Server**
Windows XP	• 1 GHz processor or higher • Minimum of 512 MB RAM (1 GB recommended) • Minimum of 500 MB hard disk for installation	• 1 GHz processor or higher • Minimum of 256 MB RAM (512 MB recommended) • Minimum of 250 MB hard disk for installation	• 1 GHz processor or higher • Minimum of 512 MB RAM (1 GB recommended) • Minimum of 300 MB hard disk for installation
Windows 2000 Professional	• 1 GHz processor or higher • Minimum of 512 MB RAM (1 GB recommended) • Minimum of 500 MB hard disk for installation	• 1 GHz processor or higher • Minimum of 256 MB RAM (512 MB recommended) • Minimum of 250 MB hard disk for installation	• 1 GHz processor or higher • Minimum of 512 MB RAM (1 GB recommended) • Minimum of 300 MB hard disk for installation
Windows Server 2003	• 1 GHz processor or higher • Minimum of 512 MB RAM (1 GB recommended) • Minimum of 500 MB hard disk for installation	• 1 GHz processor or higher • Minimum of 256 MB RAM (512 MB recommended) • Minimum of 250 MB hard disk for installation	• 1 GHz processor or higher • Minimum of 512 MB RAM (1 GB recommended) • Minimum of 300 MB hard disk for installation
Windows Vista	• 1 GHz processor or higher • Minimum of 512 MB RAM (1 GB recommended) • Minimum of 500 MB hard disk for installation	• 1 GHz processor or higher • Minimum of 512 MB RAM (1 GB recommended) • Minimum of 250 MB hard disk for installation	• 1 GHz processor or higher • Minimum of 512 MB RAM (1 GB recommended) • Minimum of 300 MB hard disk for installation

Table 2-1: Hardware requirements

For information on how to install additional devices, e.g. chip card reader or scanner, please refer to the relevant user manuals.

Important

For information on how to use these devices please refer to *Chapter 2.3 "Requirements for use"* on *page 2-6*.

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2.1.2 Software

Condition

To install TIS-Office you must have administrator rights or the necessary permissions to install programs.

SQL Server 2005 Express requires Microsoft Internet Explorer 6.0 SP1 or higher. Internet Explorer must be the standard browser if you want to establish a connection to TIS-Web.

	Stand-alone installation	Network installation	
		Client	**Server**
Operating system	• Windows XP Professional (current Service Pack) • Windows 2000 Professional (current Service Pack) • Windows Vista	• Windows XP Professional (current Service Pack) • Windows 2000 Professional (current Service Pack) • Windows Vista	• Windows Server 2003 Standard Edition, Enterprise Edition, Datacenter Edition • Windows 2000 Server, Advanced Server (current Service Pack), Datacenter Server (current Service Pack) • Windows Vista
Browser	Microsoft® Internet Explorer 6.0 or higher	Microsoft® Internet Explorer 6.0 or higher	
Installation program	Microsoft® Windows® Installer 3.1 or higher	Microsoft® Windows® Installer 3.1 or higher	Microsoft® Windows® Installer 3.1 or higher
Database	MSDE 2000, Microsoft® SQL Server 2005 Express / Microsoft® SQL Server 2005 (or others)		MSDE 2000, Microsoft® SQL Server 2005 Express / Microsoft® SQL Server 2005 (or others)
Framework	.NET Framework 2.0	.NET Framework 2.0	.NET Framework 2.0
MDAC	MDAC 2.7a or higher	MDAC 2.7a or higher	
Document viewer	Adobe Acrobat Reader	Adobe Acrobat Reader	

Table 2-2: Software requirements

Important

Please make sure that you use identical network protocols in a network installation.

OBCD drivers must also be the same.

Please note that all descriptions and screen shots in this manual are based on Windows XP's standard layout.

You will only find information on different layout settings or operating systems in special cases.

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2.2 Database requirements

SQL Server 2005 Express vs. SQL Server 2005

The TIS-Office database can be connected using either Microsoft SQL Server 2005 Express or SQL Server 2005 (database server version).

Microsoft SQL Server 2005 Express or SQL Server 2005 must be available to install TIS-Office:

- The TIS-Office server component creates the relevant database, which the
- client component uses during installation.

If you install the stand-alone version, both components are available on the same computer.

Important

In order to install SQL Server 2005 Express or SQL Server 2005, NET Framework 2.0 must be installed on the computer. If you want to install SQL Server 2005 Express separately, (without TIS-Office) please refer to *Chapter 3.4 "Installing SQL Server 2005 Express separately or an instance"* from *page 3-22*.

SQL Server 2005 Express

Microsoft SQL Server 2005 Express is the successor to MSDE 2000 and is based on SQL Server technology. It is fully compatible with SQL Server and has been designed for applications that require a local database module.

Limitations compared with SQL Server are:

- database management functions (no tool support, e.g. Enterprise Manager),
- database size (maximum 4 GB per database) and
- the number of clients that can access the database simultaneously.

Thus, SQL Server 2005 is particularly suitable for TIS-Office stand-alone installations and for small Client/Server networks with a manageable amount of data and number of clients accessing the database at the same time.

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SQL Server 2005

Microsoft SQL Server 2005 is the "full version" of a database management system with

- a relational database, i.e. tables used to organise and group data are related to one another,
- a scaleable database, i.e. many users can access a large amount of data at the same time and
- comprehensive analysis and management functions.

This can involve either a stand-alone or a Client/Server installation in either a small or large company. An SQL server is therefore recommended when working with TIS-Office in an environment with many processes and/or large amounts of data.

Further databases

Connections to other Microsoft server versions, e.g. SQLServer 7 are either not possible – or as yet untried – and therefore cannot be recommended.

This also applies to databases from other suppliers, e.g. Oracle Database 10*g*.

Access data

Databases are protected automatically by a user name and password. The use name **sa** is assigend to both versions by default.

The password, however, can already have been assigned by the program used to install the database, e.g. the TIS-Office password is **admin123**.

Tip

Before installing the program you should carry out the following procedures:

- clean the data carrier
- defragment the hard disk
- save a backup of your work files and hard disk
- set up a System Restore point.

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2.3 Requirements for use

To use TIS-Office, the following conditions must be met:

Demo mode

- When you log on to the program for the first time, the "Basic“ module will automatically run in demo mode. Enter the software keys to activate the other modules in demo mode (the "Scanner" module has limited functions); please refer to *Chapter 5 "Post-installation steps"*.

Licensing

- For unlimited program use you must at least license the "Basic" module. If you want to license further modules, a dongle must be connected and the relevant software keys entered; please refer to *Chapter 7 "Licensing"*.

Data recording

- The following hardware conditions must be met in order to read DTCO and record TCO data:

	Dongle (copy protection)	to activate the modules • Stand-alone installation • Server installation The "Company" module is necessary if several clients want to access the database(s) at the same time.
DTCO	**Chip card reader**	X11-140-002-004; to be installed using the Installer Package
	Downloadkey	DTCO data (mass memory, driver cards)
	Chip cards	Driver Card Company Card
Optional	**Downloadterminal**	downloading data from a Downloadkey or driver card outwith office hours
	Outdoor Terminal	downloading data from a Downloadkey or driver card; designed for outdoor use
TCO	**Scanner for tachograph charts**	VDO Chart Analyser, PS/2 connection and free COM port (1 or 2)
	Scanner	as recommended by your service partner
	Tachograph charts that can be analysed	all EC tachograph charts

Table 2-3: Requirements for use

Tip

Please think about the number of USB ports required!

When buying a so-called USB hub make sure that it has its own power supply – this will avoid a possible loss of performance.

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3 Preparing for installation

The TIS-Office database can be connected using either Microsoft SQL Server 2005 Express or SQL Server 2005 (database server version).

Important

The information here is based upon Microsoft SQL Server 2005 Express and SQL Server 2005. These represent all the database versions described in *Chapter 2.2 "Database requirements"* from *page 2-4*.

Installation

To set up the TIS-Office database (stand-alone and server installation) with SQL Server 2005 Express or SQL Server 2005, one of the aforementioned database versions must be installed:

- if no database is available, Microsoft SQL Server 2005 Express will be installed automatically, together with the other components required for the selected installation version. Please refer to *Chapter 1.2 "Installation versions at a glance"* from *page 1-4*.
- Please ask your system or database administrator or refer to the relevant documentation if you want to install Microsoft SQL Server 2005.

Important

Please refer to the hardware and software requirements in *Chapter 2 "Requirements"*.

Database connection

With a stand-alone installation the connection to the created TIS-Office database is assigned automatically and normally need not be changed.

With the Client installation the name of the server computer on which the TIS-Office database resides is queried. The Client checks whether the database is available using the computer name entered. If the database is available, the connection is made automatically.

Use TIS-Office ToolBox to switch to another TIS-Office database. This utility is installed by default with the stand-alone version and the client. The ToolBox User Guide is on the product CD.

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Check list for preparing the installation

The check list below will help you to check the requirements for the TIS-Office database environment and enter any particular events that have occurred which could be important for the installation process.

Work carried out	✓
• Have the hardware requirements for the installation version been fulfilled (stand-alone, client, server)? **Comments:**	☐
• Have the software requirements for the desired database been fulfilled (e.g. SQL Server 2005 Express / SQL Server 2005)? **Comments:**	☐
• Is the required hard disk space available? **Comments:**	☐
• Have share and security settings been checked? **Comments:**	☐
• Is SQL Server 2005 Express or SQL Server 2005 installed together with other applications? **Comments:**	☐
• Are databases for other applications available? **Comments:**	☐
• Can existing databases from other applications be used with SQL Server 2005 Express / SQL Server 2005? **Comments:**	☐
• Have instances been set up in the correct order? **Comments:**	☐
• Is the administrator password for an existing database available? **Comments:**	☐
• Are firewall ports open, enabling clients to access the database? **Comments:**	☐
• Have proxy server ports been configured? **Comments:**	☐
• Have standard user permissions been set? **Comments:**	☐

Table 3-1: Check list for preparing the installation

Tip

Print out this page for reference. You can then tick off the checks that have been carried out. Also look at the check list for checks to be carried out after installation; please refer to *Chapter 5.1 "Checking the installation"* from *page 5-2*.

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3.1 Database environment

Certain preparations must be made before you can install the database to ensure that the process will run smoothly. These include searching for existing databases that are installed with other applications and/or used by these. This applies to the stand-alone and the Client/Server installation version.

If other databases are already installed, you must check carefully to ascertain whether

- the database version is correct,
- other applications can use the version required for TIS-Office and
- what the database administrator's password is.

The flow chart below summarises the checks to be carried out. Individual checks are described in the following paragraphs.

Checking the database environment

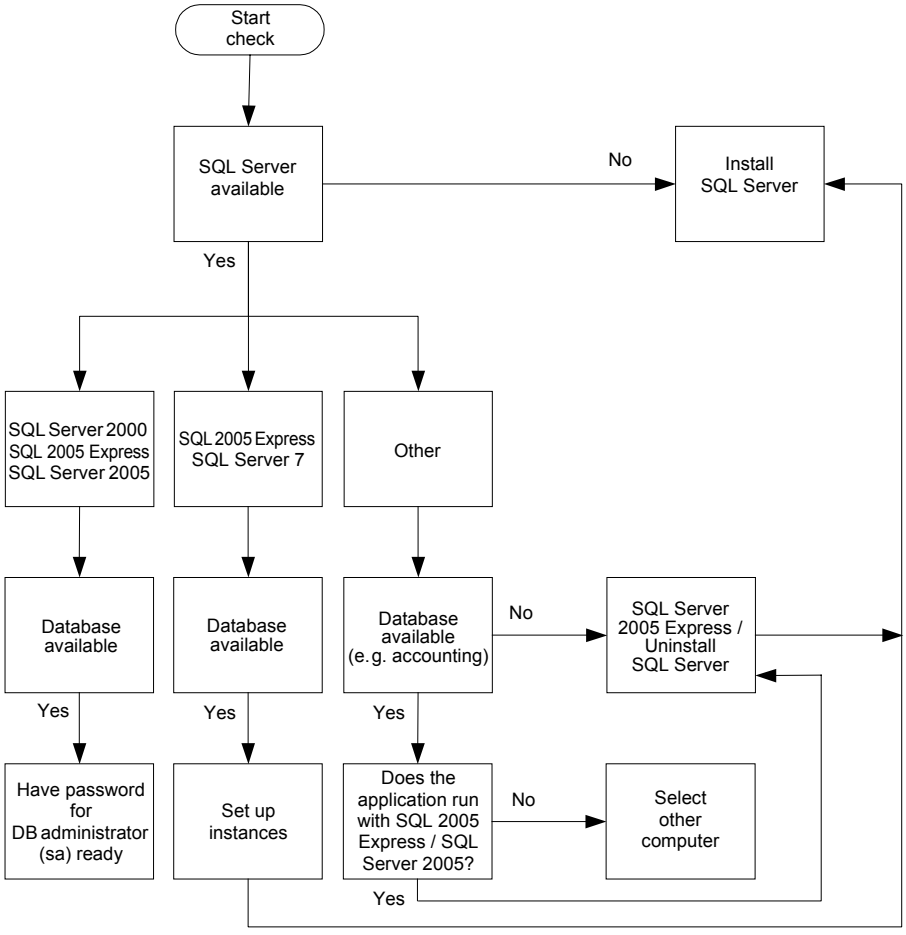

Fig. 3-1: Summary of database environment checks

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3.1.1 Searching for an existing database

Check whether SQL Server 2005 Express or SQL Server 2005 is installed on your computer.

Important

The information here is based upon Microsoft SQL Server 2005 Express and SQL Server 2005. These represent all the database versions described in *Chapter 2.2 "Database requirements"* from *page 2-4*.

Search for "Microsoft SQL Server". You will normally find it in the root directory "C:\Program Files\". You can search

- in Explorer,
- via **[start]** > **Control Panel** > **Add or remove Programs (Software)** or
- via **[start]** > **Search**.

Tip

The folder "90" located in the SQL server installation directory, e.g. "Local Disk (C:) > Program Files > Microsoft SQL Server" contains the SQL Server 2000.

Results and consequences

- One of the two versions (SQL Server 2005 Express or SQL Server 2005) is installed.
  - It is already being used by another application:

    Please make sure you have the password for the SQL user name **sa** that could be assigned by the other application. This password is required to log on to the database when installing TIS-Office.

    If you know the SQL server name and password, you can start installing TIS-Office.

  - It is not yet being used by another application:

    You can start installing TIS-Office.

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- A different SQL Engine or Server version is installed.
  - It is being used by another application:

    Is this application compatible with the database versions required by TIS-Office?

    If so: Back up the relevant databases and copy the backup files into another directory to be on the safe side (e.g. "C:\Transfer"),

    uninstall the existing SQL version via **[start]** > **Control Panel**> **Add or remove Programs (Software)**,

    install SQL Server 2005 Express or SQL Server 2005 and

    follow the software manufacturer's instructions on how to transfer the databases into the TIS-Office database environment.

    Delete all directories used by this database. Please also refer to *Chapter 3.1.3 "Searching for residues of uninstalled databases"* from *page 3-11*.

    If not: The other SQL Engine or server version is not being used by any other application.

    Uninstall this database via **[start]** > **Control Panel** > **Add or remove Programs (Software)**. Delete all directories used by this database and start installing SQL Server 2005 Express or SQL Server 2005.

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3.1.2 Instances

Instances are used to resolve possible database conflicts that could occur with the applications.

Each instance creates a separate copy of the working environment and performs all the tasks/functions independently from all other instances, e.g. there is one instance for the TIS-Office database and another one for FM Professional.

As with SQL Server 2005, 50 copies (instances) of the database module can be installed on one computer with SQL Server 2005 Express.

Important

The information here is based upon SQL Server 2005 Express and SQL Server 2005. These represent all the database versions described in *Chapter 2.2 "Database requirements"* from *page 2-4*.

Tip

Before installing the program you should you should carry out the following procedures:

- clean the data carrier
- defragment the hard disk
- save a backup of your work files and hard disk
- set up a System Restore point.

Searching for instances

Check whether the existing database version has been installed for various instances, especially if you have many applications that work with databases, (such as KIPAS, FM Professional or accounting software).

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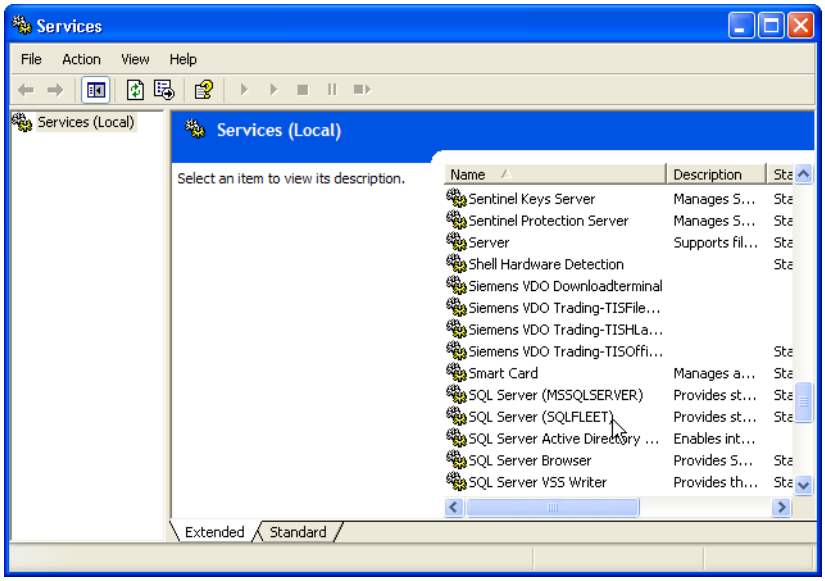
Follow these steps to search for instances:

1 **Select "[start] > Control Panel > Administrative Tools".**

2 **Double-click on "Services" and scroll to "SQL Server (MSSQLSERVER)".**

Database instances



One indication for a database configuration based on instances can be found in the services' list, i.e. there are further entries called "SQL Server (instance name)", e.g. "SQL Server (SQLFLEET)", apart from the "SQL Server (MSSQLSERVER)" entry which is the standard instance.

Order of instances

If there are instance entries, check the order in which they appear in the registry file and change the order if necessary.

Condition

During stand-alone installation the TIS-Office database is created in the first instance of a server, no matter what name it has.

During server installation in a network any available instance can be chosen.

Tip

If you don't want to use any of the instances for the TIS-Office database, you can install a new instance; also refer to *Chapter 3.4 "Installing SQL Server 2005 Express separately or an instance"* from *page 3-22*.

Bear in mind the limit of 50 possible instances for SQL Server 2005 Express.

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Follow these steps to change the order in which the instances appear:

1 **Open the registry file editor by selecting "[start] > Run..." to open the dialogue box of the same name.**

2 **Type "regedit" and confirm your entry with [OK].**

The registry editor will open.

Tip

Back up the registry file before making any changes.

Entries in this file form the backbone of the operating system which is highly sensitive to unintended entries which may lead to the system failing completely.

In the registry editor select "File > Export..." to create a backup file. To restore a saved backup of the registry file refer to the operating system's manual.

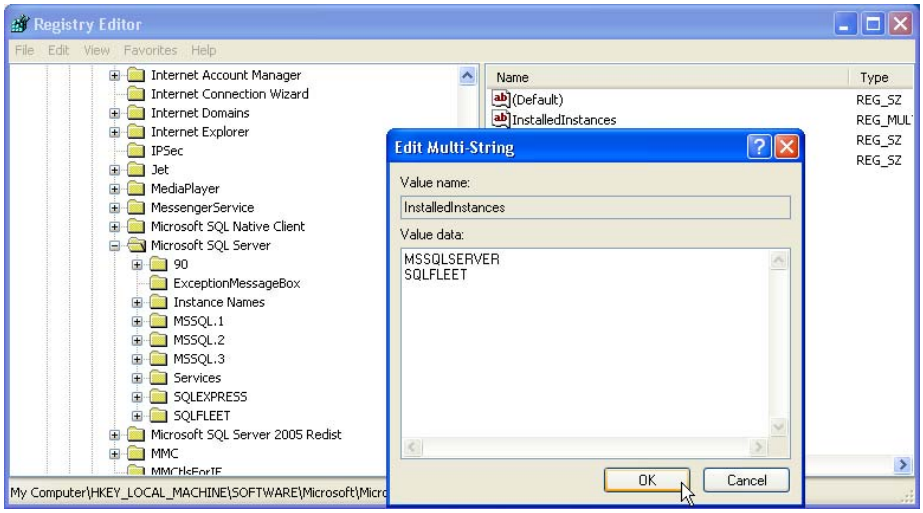
3 **Select "HKEY_LOCAL_MACHINE > SOFTWARE > Microsoft > Microsoft SQL Server" to open the tree view.**

Caution

Only edit an entry if you are know what you are doing or if you have at least one backup of the registry file. Otherwise you will risk losing access to the computer and thus to all saved data.

4 **Double-click on the "InstalledInstances" key.**

Modifying the order of instances



5 **In the "Value:" list move the instance entry, e.g. "MSSQLSERVER", under which the TIS-Office database is to be created, to the first place.**

6 **Confirm the changes with [OK] and close the editor.**

Tip

You can also try to stop the instances not needed until TIS-Office is installed completely so that only the instance under which the database is to be created is active, e.g. the "MSSQLSERVER" standard instance.

You cannot just "stop" the service.

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Stopping instances

Follow these steps to stop instances you don't want to use:

1. **Exit the applications working with the database instances.**
2. **Select "[start] > Control Panel > Administrative Tools" > Services" to open the "Services" dialogue box.**
3. **Double-click on the relevant entry, e. g. "MSSQL$FLEETMANAGER", and click on [Stop] to stop the service for the current session.**

Tip

If you want to restart the computer in the meantime, you should also select "Disable" as the "Start type".

You can now install TIS-Office.

Important

Don't forget to start any stopped services and check the database connection for relevant programs. Also look at the check list for checks to be carried out after installation; please refer to *Chapter 5.1 "Checking the installation"* from *page 5-2*.

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3.1.3 Searching for residues of uninstalled databases

If you cannot install SQL Server 2005 Express or SQL Server 2000 after you have uninstalled a database, there could be directories which have not been removed. Residue data can still exist if the TIS-Office installation is not complete.

Important

The information here is based upon SQL Server 2005 Express and SQL Server 2005. These represent all the database versions described in *Chapter 2.2 "Database requirements"* from *page 2-4*.

Search for "*sql*", for example, to delete directories that are no longer used. You can search

- in Explorer, in the "Program Files" directory,
- via **[start]** > **Control Panel** > **Add or remove Programs (Software)** or
- via **[start]** > **Search**.

Tip

Save your backup files in a separate folder (e.g. "C:\Transfer") and delete them only after a final installation check.

Stop the SQL Server via the SQL Server Configuration Manager to delete databases that are no longer needed; also refer to *Chapter 3.2.3 "SQL Server Configuration Manager"* from *page 3-17*.

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3.1.4 Searching for remaining entries in the registry file

If SQL Server 2005 Express or SQL Server 2000 cannot be installed although the directories are uninstalled and/or cleaned, then there could be entries remaining in the operating system's registry file. One reason for this could be that a software program has not uninstalled successfully.

Important

The information here is based upon SQL Server 2005 Express and SQL Server 2005. These represent all the database versions described in *Chapter 2.2 "Database requirements"* from *page 2-4*.

Follow these steps to search for and delete remaining program entries:

1 **Open the registry file editor by selecting "[start] > Run..." to open the dialogue box of the same name.**

2 **Type "regedit" and confirm your entry with [OK].**

The registry editor will open.

Tip

Back up the registry file before making any changes.

Entries in this file form the backbone of the operating system which is highly sensitive to unintended entries which may lead to the system failing completely.

In the registry editor select "File > Export..." to create a backup file. To restore a saved backup of the registry file refer to the operating system's manual.

3 **Select "HKEY_LOCAL_MACHINE > SOFTWARE".**

4 **Select "Search…" from the "Edit" menu.**

5 **Enter a search word, e.g. "sql" and click on [Search].**

Press F3 to continue searching.

Caution

Only delete an entry if you know what you are doing or if you have at least one backup of the registry file. Otherwise you will risk losing access to the computer and thus to all saved data.

6 **Carefully check any entry found before deleting it via the shortcut menu.**

Search the registry file (F3) until all unnecessary database entries are deleted.

7 **Close the registry editor.**

8 **Restart the computer before installing SQL Server 2005 Express or SQL Server 2005.**

Some changes and entries will only take effect after the computer has been rebooted.

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9 **Close the registry editor.**

10 **Restart the computer before installing SQL Server 2005 Express or SQL Server 2005.**

Some changes and entries will only take effect after the computer has been rebooted.

Important

After the TIS-Office installation environment is prepared, check the working environment of all applications that work with a database.

Check the functions of the applications (open, edit etc.) and thus the individual database connections.

3.2 Shares and security settings

Before installing the database you should check the share and security settings and modify these if necessary. Missing shares or wrong security settings could be the reason why database installation is not succeeding.

Important

For information on TIS-Office programme folder share approvals please refer to *Chapter 5.2 "Shares and settings"* from *page 5-3*.

Tip

If TIS-Office is not installed completely, the database directories may be write-protected. As a result, the program can once again not be installed.

3.2.1 Network access for MS SQL Server 2005

TIS-Office can also be used with MS SQL Server 2005 or the licence-free MS SQL 2005 Express Edition.

If you want to install TIS-Office in an MS SQL Server 2005 environment, network access must be enabled before installing the program.

There are two ways to do this:

- Use the MS SQL Server 2005 configuration tools.
- Make the necessary settings in the operating system's registry.

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Configuration tools

Follow these steps to enable network access for SQL Server 2005 using the Configuration Manager:

1 **Select "[start] > All Programs> Microsoft SQL Server 2005 > Configuration Tools > SQL Server Surface Area Configuration".**

The **"SQL Server 2005 Surface Area Configuration"** window will open.

2 **Click on "Surface Area Configuration for Services and Connections".**

The dialogue box of the same name will open.

3 **In the left pane, click to expand the tree view and select "Remote Connections".**

The relevant protocol options will be shown in the right pane.

4 **Select "Using both TCP/IP and named Pipes" as the option and click on [Apply].**

The status will change accordingly.

5 **Now select "Service" in the left pane.**

Information on the SQL Server will be displayed in the right pane.

6 **Click on [Stop] and then on [Start].**

The service will be stopped briefly and started again. The settings have now been applied.

7 **Expand the tree view to display "SQL Server Browser" and select "Service".**

Information on the SQL Browser will be displayed in the right pane.

8 **Select "Automatic" as the Start type and click on [Apply].**

The service will now be started automatically together with the operating system.

9 **Click on [OK] to close the dialogue box and then close the "SQL Server 2005 Surface Area Configuration" window.**

The settings have now been saved.

Important

If you want to install TIS-Office in a Client/Server environment, you must open the relevant Windows firewall port so that data can be exchanged with the server; please refer to *Chapter 3.2.2 "Defining exceptions for the Windows firewall"* from *page 3-16*.

Registry file

You can also enable network access directly in the registry:

- HKEY_LOCAL_MACHINE/SOFTWARE/Microsoft/Microsoft SQL Server/MSSQL.1/MSSQLServer/SuperSocketNetLib/NP: set the value to "1".
- HKEY_LOCAL_MACHINE/SOFTWARE/Microsoft SQL Server/MSSQL.1/MSSQLServer/SuperSocketNetLib/TCP: set the value to "1".

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Follow these steps to enable network access directly in the registry:

1 **Open the registry file editor by selecting "[start] > Run..." to open the dialogue box of the same name.**

2 **Type "regedit" and confirm your entry with [OK].**

The registry editor will open.

Tip

Back up the registry file before making any changes.

Entries in this file form the backbone of the operating system which is highly sensitive to unintended entries which may lead to the system failing completely.

In the registry editor select "File > Export..." to create a backup file. To restore a saved backup of the registry file refer to the operating system's manual.

3 **Select "HKEY_LOCAL_MACHINE/SOFTWARE/Microsoft SQL Server/MSSQL.1/MSSQLServer/SuperSocketNetLib/".**

4 **Set the value for "NP" and "TCP" to "1".**

5 **Close the registry editor.**

6 **Restart the computer.**

Some changes and entries will only take effect after the computer has been rebooted.

Important

Select **[start]** > **Control Panel** > **Administrative Tools**> **Services** and check that the start type for the SQL Server and the SQL Browser is set to "Automatic".

If you want to install TIS-Office in a Client/Server environment, you must open the relevant Windows firewall port so that data can be exchanged with the server.

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3.2.2 Defining exceptions for the Windows firewall

To exchange data in a Client/Server installation environment firewall exceptions must be defined. The description below is specific to Windows XP. Please refer to the relevant user manual if you use firewalls provided by other security tools.

Follow these steps to define exemptions:

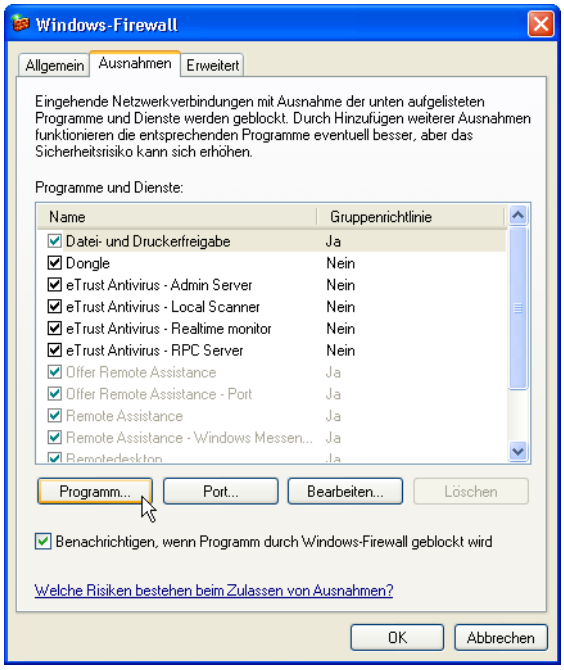
1 **Select "[start] > Control Panel > Network and Internet Connections > Windows Firewall" to open the dialogue box of the same name.**

The **Windows Firewall** dialogue box will open.

2 **On the "General" tab check that**

- **"On (recommended)" is selected and**
- **the "Don't allow exceptions" check box is not selected.**

  Only if this check box is not selected can you define an exception for the dongle.


Windows-Firewall
Allgemein
Ausnahmen
Erweitert
Eingehende Netzwerkverbindungen mit Ausnahme der unten aufgelisteten Programme und Dienste werden geblockt. Durch Hinzufügen weiterer Ausnahmen funktionieren die entsprechenden Programme eventuell besser, aber das Sicherheitsrisiko kann sich erhöhen.
Programme und Dienste:
Name
Gruppenrichtlinie
Datei- und Druckerfreigabe Ja
Dongle Nein
eTrust Antivirus - Admin Server Nein
eTrust Antivirus - Local Scanner Nein
eTrust Antivirus - Realtime monitor Nein
eTrust Antivirus - RPC Server Nein
Offer Remote Assistance Ja
Offer Remote Assistance - Port Ja
Remote Assistance Ja
Remote Assistance - Windows Messen... Ja
Programm...
Port...
Bearbeiten...
Löschen
Benachrichtigen, wenn Programm durch Windows-Firewall geblockt wird
Welche Risiken bestehen beim Zulassen von Ausnahmen?
OK
Abbrechen

3 **Switch to the "Exceptions" tab and click on [Add Program...].**

The **"Add a Program"** dialogue box will open.

4 **Click on [Browse...].**

The **Browse** dialogue box will open.

5 **Select the file for which you want to define an exception, e.g. "sqlbrowser.exe" located in "C:\Program Files\Microsoft SQL Server\90\Shared".**

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6 **Click on [Open].**

The **"Browse"** dialogue box will be closed and the selected program shown in the **"Add a program"** dialogue box.

7 **Click on [OK] to close the "Add a Program" and "Windows Firewall" dialogue boxes.**

The program has been added to the Exceptions list.

Important

If you use TIS-Office with a dongle, the firewall must be opened for it too; please refer to *Chapter 5.3 "Dongle access"* from *page 5-9*.

3.2.3 SQL Server Configuration Manager

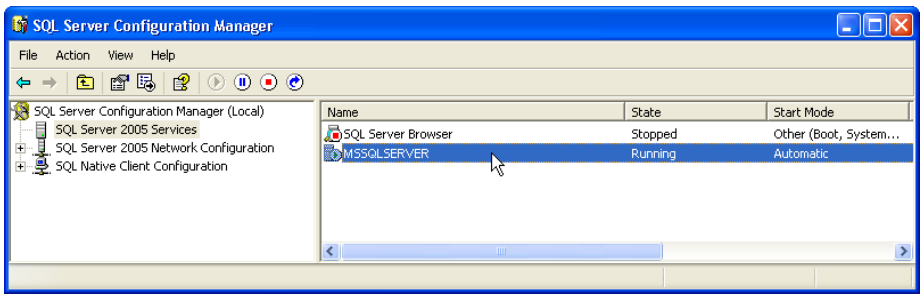
The SQL Server Configuration Manager enables you to check the settings of SQL Server 2005 Express and change them if desired.

SQL Configuration Manager

Follow these steps to check the SQL Server 2005 Express settings:

1 **Select "[start] > All Programs> Microsoft SQL Server 2005 > Configuration Tools> SQL Server Configuration Manager".**

The **"SQL Server Configuration Manager"** window will open.



2 **If you haven't already done so, select "SQL Server 2005 Services" in the left pane.**

3 **Double-click on "MSSQLSERVER" in the right pane.**

The **Properties of MSSQLSERVER** dialogue with the **Log On** tab will now open.

4 **Switch to the "Service" tab.**

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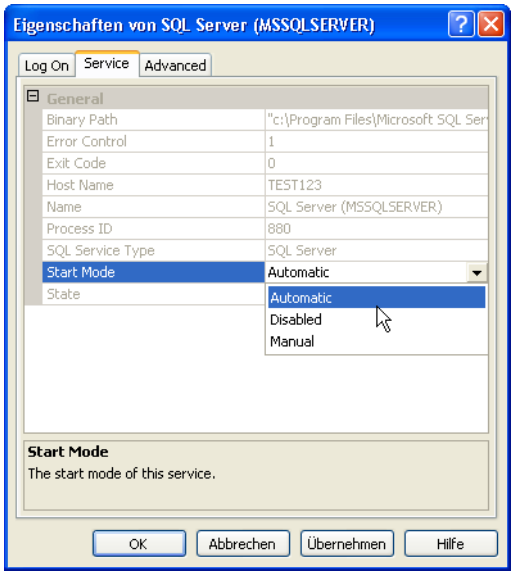

5 Check that the Start option "Automatic" is set for the "Start Mode".

Change this setting if required by clicking on **Start Mode** and selecting **Automatic** from the list.

It is advisable to select the auto-start option as TIS-Office will not start if SQL Server 2005 Express is not running.

6 Click on [OK] to save the changed setting.

Tip

If you cannot select this setting as described above, you can also set it via "Control Panel"; see the *marginal note "Stopping instances"* on *page 3-10*.

7 Close the dialogue box.

From now on, SQL Server 2005 Express will start together with the operating system.

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3.2.4 File and printer sharing

Follow these steps to check whether file and printer sharing is enabled:

1. **Select "start > Control Panel".**
2. **Click on "Network and Internet Connections".**
3. **Click on "Network Connections".**
4. **Right-click on your network entry, e.g. "(LAN) Local Area Connection" to open the shortcut menu.**
5. **Select "Properties" to open the "Local Area Connection Properties" dialogue box.**
6. **Ensure that "File and Printer Sharing for Microsoft Networks" is selected.**
7. **Close the dialogue box.**

3.2.5 Security settings for SQL Server 2005 Express

Important

SQL Server 2005 Express installation will fail if either of the following local security policies has been set to "Do not allow installation":

- Windows XP: "Devices: Unsigned driver installation behavior".
- Windows 2000: "Unsigned non-driver installation behavior".

If "Do not allow installation" is selected, you must change this to "Silently succeed" before installing SQL Server 2005 Express. You can reset the policy setting after installation is complete.

"Do not allow installation" is not the default setting for these security policies.

Follow these steps to set the local security policies for Windows XP:

1. **Select "[start] > Control Panel > Administrative Tools".**
2. **Double-click on "Local Security Policy" to open the "Local Security Settings" dialogue box.**
3. **Click on "Local Policies > Security Options".**
4. **Check that the following options are set to "Silently Succeed" , in the right pane before you install SQL Server 2005 Express:**
   - **Windows XP and Windows 2003 (server): "Devices: Unsigned driver installation behavior". Unsigned driver installation behavior“).**
   - **Windows 2000: "Unsigned non-driver installation behavior".**

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5 To change these settings right-click to open the shortcut menu and select "Properties".

6 In the dialogue box of the same name select the correct entry from the list and save the settings with [Apply].

7 Close the dialogue box.

If the settings are correct you can start the installation process. For further information please refer to *Chapter 3.4 "Installing SQL Server 2005 Express separately or an instance"* from *page 3-22*.

3.3 Starting the installation program

In Windows XP there are different ways to start an installation program (Setup). You will find a brief summary of the available options below.

Important

The TIS-Office installation program will start automatically if your operating system has been configured accordingly.

You can disable this by pressing the SHIFT key and holding it down until the CD appears in Explorer.

You can either

- start Explorer and double-click on the "setup.exe" file, e.g. on the TIS-Office CD-ROM
- or select **[start]** to open the **Run…** dialogue box, enter or select a path and file name by clicking on **[Browse]**.

Important

We strongly advise you to close all running applications, especially any active virus protection and/or anti-spyware program before installing TIS-Office and its components.

Make sure that you have administrator rights or have permission to install programs.

Starting from Explorer

Follow these steps to start the installation process via Explorer:

1 Place the TIS-Office CD-ROM into the corresponding disk drive.

2 Select the corresponding file, e.g. "SQLExpress 2005 > SQL Express > setup.exe" if you want to install SQL Server 2005 Express.

For further information please refer to *Chapter 3.4 "Installing SQL Server 2005 Express separately or an instance"* from *page 3-22*.

3 Double-click on the exe file to start the installation program.

The installation program (Setup) will start.

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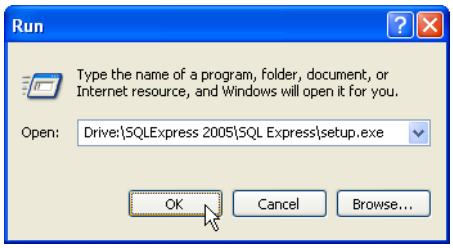
Starting from the command dialogue box

Follow these steps to start the installation process from the command line:

1 **Place the TIS-Office CD-ROM into the corresponding disk drive.**

2 **Select "[start] > Run...".**

3 **Enter the drive, path and file name or click on [Browse …] to select the file.**



For example, enter "E:\SQLExpress 2005\SQL Express\setup.exe" if you want to install SQL Server 2005 Express.

4 **Click on [OK] to continue.**

The installation program will start.

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3.4 Installing SQL Server 2005 Express separately or an instance

The TIS-Office installation program will first check whether a database is installed. If not, SQL Server 2005 Express will be installed automatically together with TIS-Office. Follow the steps described in this chapter if, for any reason, you want to install SQL Server 2005 Express separately or an instance of SQL Server.

Condition

Before installing, check the hardware and software requirements (see *Chapter 2.1 "Installation requirements"* from *page 2-2*) and the installation environment (see *Chapter 3.1 "Database environment"* from *page 3-4*)

Important

The TIS-Office installation program will start automatically if your operating system has been configured accordingly.

You can disable this by pressing the SHIFT key and holding it down until the CD appears in Explorer.

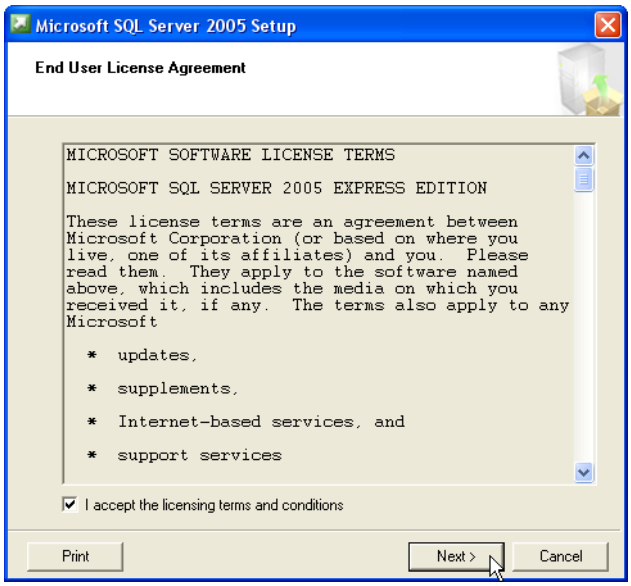
Follow these steps to install SQL Server 2005 Express:

1 **Close all applications that are running, especially any active virus scanner because this could cause problems when scanning the installation files.**

Starting the installation

2 **Run "setup.exe" from the "\SQLExpress 2005\SQL Express directory drive on the TIS-Office CD.**

The installation program starts with the display of the End User License Agreement.


Microsoft SQL Server 2005 Setup
End User License Agreement
MICROSOFT SOFTWARE LICENSE TERMS
MICROSOFT SQL SERVER 2005 EXPRESS EDITION
These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft
* updates,
* supplements,
* Internet-based services, and
* support services
I accept the licensing terms and conditions
Print
Next >
Cancel

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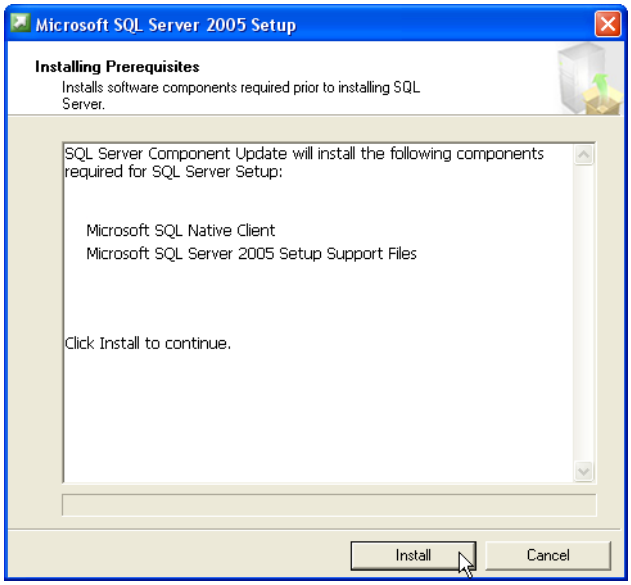
Necessary components

3 Select the "I accept..." check box and click on [Next >].

The installation program will now check whether all the components necessary for installation are available on the computer. These are e.g.:

- Microsoft SQL Native Client and
- Microsoft SQL Server 2005 Setup Support Files.

If they are not available they will be displayed in a list for you.


Microsoft SQL Server 2005 Setup
Installing Prerequisites
Installs software components required prior to installing SQL Server.
SQL Server Component Update will install the following components required for SQL Server Setup:
Microsoft SQL Native Client
Microsoft SQL Server 2005 Setup Support Files
Click Install to continue.
Install
Cancel

4 Click on [Install] to install the program components necessary for SQL Server 2005 Express.

After installation of the components the button **[Install]** will change to **[Next >]**.

Important

During installation of the components for Microsoft SQL Server Native Client on Windows 2000 operating systems, an error message may be displayed stating that the installation files for these components cannot be found. The installation of SQL Server 2005 Express will then be cancelled.

For help, please read *Chapter 3.4.1 "Installation on Windows 2000 und XP systems – solution"* from *page 3-29*.

5 Click on [Next >].

The welcome dialogue for SQL Server 2005 Express installation will be displayed.

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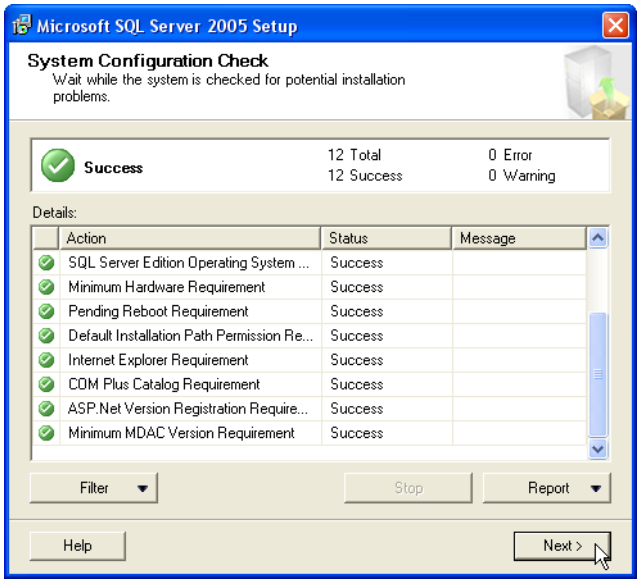
Microsoft SQL Server 2005 Setup
Welcome to the Microsoft SQL Server Installation Wizard
Setup will help you install, modify or remove Microsoft SQL Server. To continue, click Next.
< Back
Next >
Cancel

Checking system configuration

6 **Click on [Next>] to carry out a check of your computer's system configuration.**

A successful check is denoted by a symbol and a **Success** status.



Important

If the check fails, call in your system administrator and have him check the system and hardware requirements again; please refer to *Chapter 2.2 "Database requirements"* from *page 2-4*.

7 **Click on [Next >].**

The dialogue box for entering the registration information will open.

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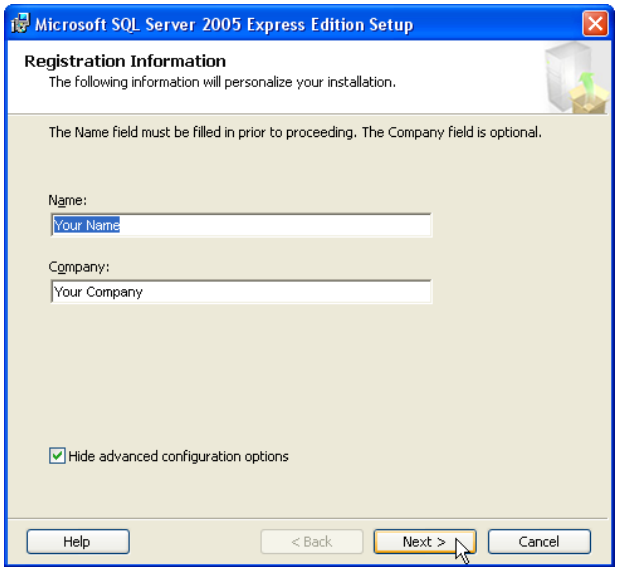


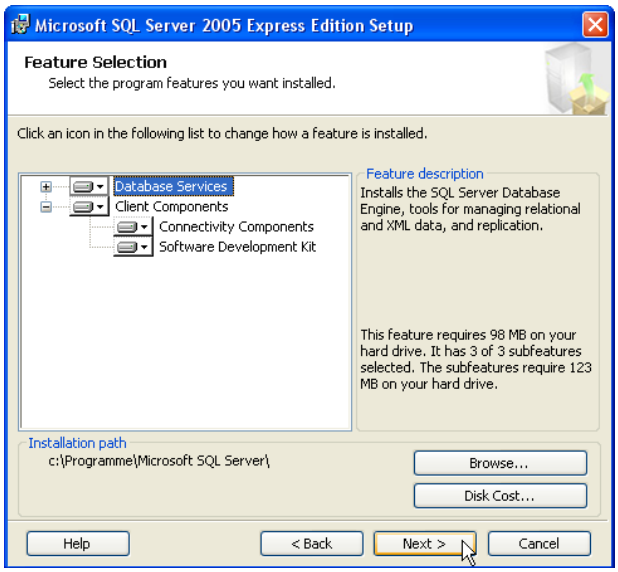
8 Under

– "Name" enter the person's name and

– under "Company" the name of the company

which is to be licensed for SQL Server 2005 Express, then click on [Next >].

The dialogue for selecting components and the target directory of the installation will now open.


Microsoft SQL Server 2005 Express Edition Setup
Feature Selection
Select the program features you want installed.
Click an icon in the following list to change how a feature is installed.
Database Services
Client Components
Connectivity Components
Software Development Kit
Feature description
Installs the SQL Server Database Engine, tools for managing relational and XML data, and replication.
This feature requires 98 MB on your hard drive. It has 3 of 3 subfeatures selected. The subfeatures require 123 MB on your hard drive.
Installation path
c:\Programme\Microsoft SQL Server\
Browse...
Disk Cost...
Help
< Back
Next >
Cancel

9 Change these settings if need be and click on [Next >].

If you

- are installing SQL Server 2005 Express for the first time, the dialogue for selecting the authentification mode will open, in this case, continue with *step 10*.
- are installing an instance of SQL Server 2005 Express, the dialogue for entering the instance name will be displayed.

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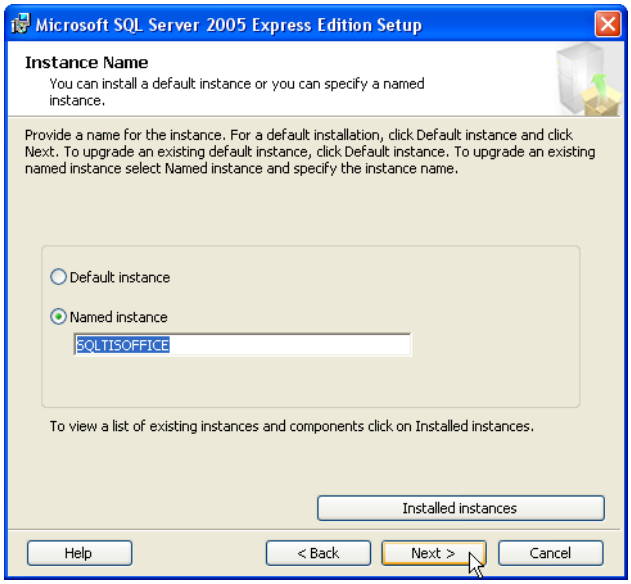
Microsoft SQL Server 2005 Express Edition Setup
Instance Name
You can install a default instance or you can specify a named instance.
Provide a name for the instance. For a default installation, click Default instance and click Next. To upgrade an existing default instance, click Default instance. To upgrade an existing named instance select Named instance and specify the instance name.
Default instance
Named instance
SQLTISOFFICE
To view a list of existing instances and components click on Installed instances.
Installed instances
Help
< Back
Next >
Cancel

Important

Choose the name of the instance very carefully – because you cannot change it after installation.

Tip

Click on [Installed instances] to open a dialogue displaying a list of installed instances, i.e. the names you cannot use.

Important

During stand-alone installation the TIS-Office database is created in the first instance, no matter what name it has. If you want to use the new instance for TIS-Office, you must set it up as a first instance; please refer to the *marginal note "Order of instances"* on *page 3-8*.

- **Enter the name for the new instance and click on [Next >].**

  The dialogue box for selecting the authentification mode will open.

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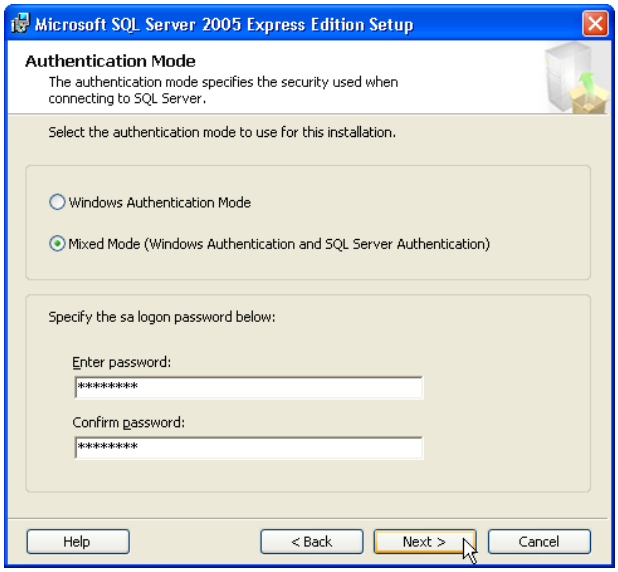
Microsoft SQL Server 2005 Express Edition Setup
Authentication Mode
The authentication mode specifies the security used when connecting to SQL Server.
Select the authentication mode to use for this installation.
Windows Authentication Mode
Mixed Mode (Windows Authentication and SQL Server Authentication)
Specify the sa logon password below:
Enter password:
****
Confirm password:
****
Help
< Back
Next >
Cancel

Register mode

10 Select the "Mixed Mode" option.

The text boxes for a password will be made available.

Important

You must enter an sa password. If not, you cannot continue with the installation.

11 Enter the password "admin123" twice (do not type the quotation marks) and click on [Next >].

The dialogue box for selecting the reports will now open – in problematical cases, it can be sent to Microsoft.

Important

We recommend that you use the password **admin123**. This is the standard password which TIS-Office automatically uses when you install the SQL Server 2005 Express together with TIS-Office.

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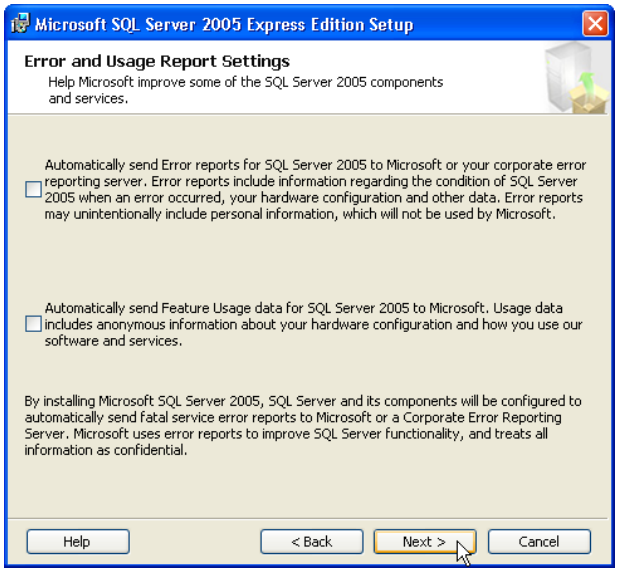
Microsoft SQL Server 2005 Express Edition Setup
Error and Usage Report Settings
Help Microsoft improve some of the SQL Server 2005 components and services.
Automatically send Error reports for SQL Server 2005 to Microsoft or your corporate error reporting server. Error reports include information regarding the condition of SQL Server 2005 when an error occurred, your hardware configuration and other data. Error reports may unintentionally include personal information, which will not be used by Microsoft.
Automatically send Feature Usage data for SQL Server 2005 to Microsoft. Usage data includes anonymous information about your hardware configuration and how you use our software and services.
By installing Microsoft SQL Server 2005, SQL Server and its components will be configured to automatically send fatal service error reports to Microsoft or a Corporate Error Reporting Server. Microsoft uses error reports to improve SQL Server functionality, and treats all information as confidential.
Help
< Back
Next >
Cancel

12 Select the check boxes to specify which report is to be sent to Microsoft, then click on [Next >].

By default, neither of the two check boxes is selected. You can retain the default setting.

A dialogue box will now open telling you which components will be installed.

13 Click on [Install].

When installation is complete, an end-of-installation dialogue box will open.

Microsoft SQL Server 2005 Setup
Completing Microsoft SQL Server 2005 Setup
Setup has finished configuration of Microsoft SQL Server 2005
Refer to the setup error logs for information describing any failure(s) that occurred during setup. Click Finish to exit the installation wizard.
Summary Log
To minimize the server surface area of SQL Server 2005, some features and services are disabled by default for new installations. To configure the surface area of SQL Server, use the
Surface Area Configuration tool.
Analysis Services
If Analysis Services was upgraded from SQL Server 2000, all cubes, dimensions, and mining models must be reprocessed using SQL Server Management Studio.
Reporting Services
The Reporting Services installation options you specified in Setup determine whether further configuration is required before you can access the report server. If you installed the default configuration, the report server can be used immediately. If you installed just the program
Help
Finish

14 Click on [Finish] to finish SQL Server 2005 Express installation.

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15 **Check the SQL Server 2005 Express settings.**

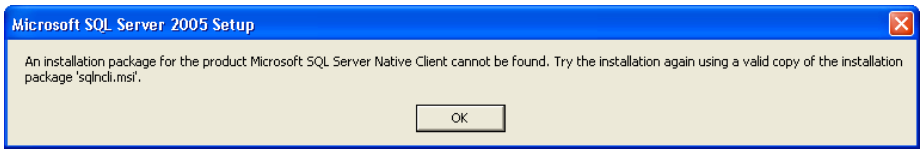
Please refer to *Chapter 3.2.3 "SQL Server Configuration Manager"* from *page 3-17*.

Important

Please ask your system or database administrator or refer to the relevant documentation if you want to install Microsoft SQL Server 2005.

3.4.1 Installation on Windows 2000 und XP systems – solution

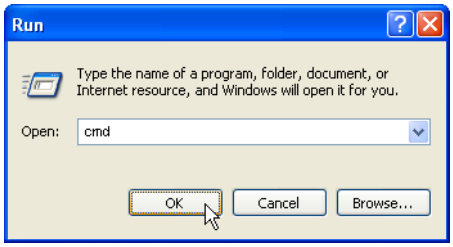
During installation of the SQL Server Native Client components of the SQL Server 2005 Express on Windows 200 and XP, the installation procedure may be cancelled. The following error message will be displayed.


Microsoft SQL Server 2005 Setup
An installation package for the product Microsoft SQL Server Native Client cannot be found. Try the installation again using a valid copy of the installation package 'sqlncli.msi'.
OK

In this case, the SQL Server Native Client must be manually installed before SQL Server 2005 Express installation can be started.

Follow these steps to install the SQL Server Native Client manually:

1 **Click on "[start] > Run..." to open the dialogue window of the same name.**



2 **In the "Open:" box, enter the command "cmd".**

The **C:\WINNT\system32\cmd.exe** window will open.

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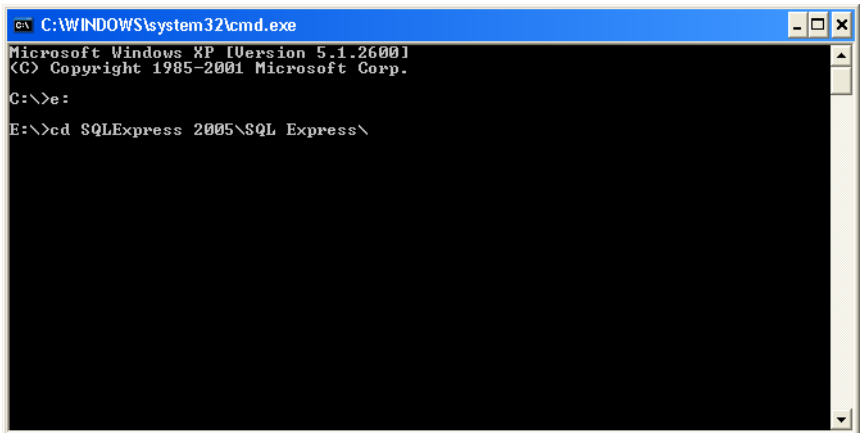
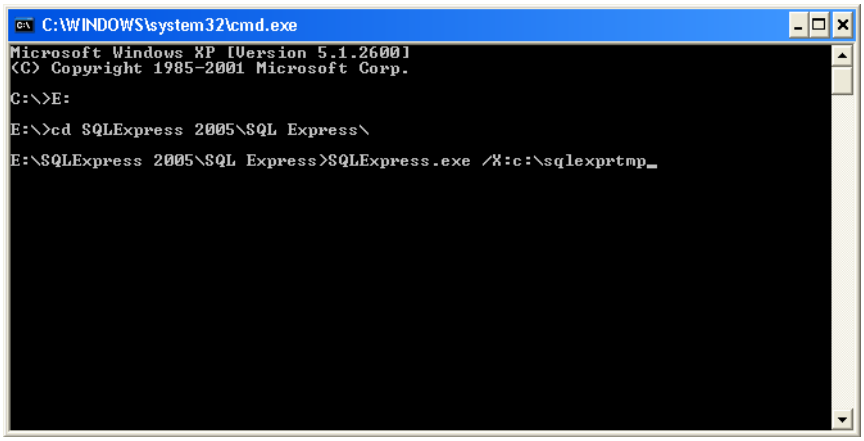


3 **Use the command "cd\" to change to level C:**

4 **Enter the letter of the CD ROM drive in which the TIS-Office product CD is located in the C.:\command line (in this case, drive E:) and press ENTER.**



5 **Enter the command "cd SQLExpress 2005\SQL Express" and press ENTER.**

6 **Enter the command "SQLExpress.exe /x:c:\sql exprtmp" and press ENTER.**

The folder **sqlexprtmp** will now be created in C:\, together with the setup files for the SQL Server Native Client.

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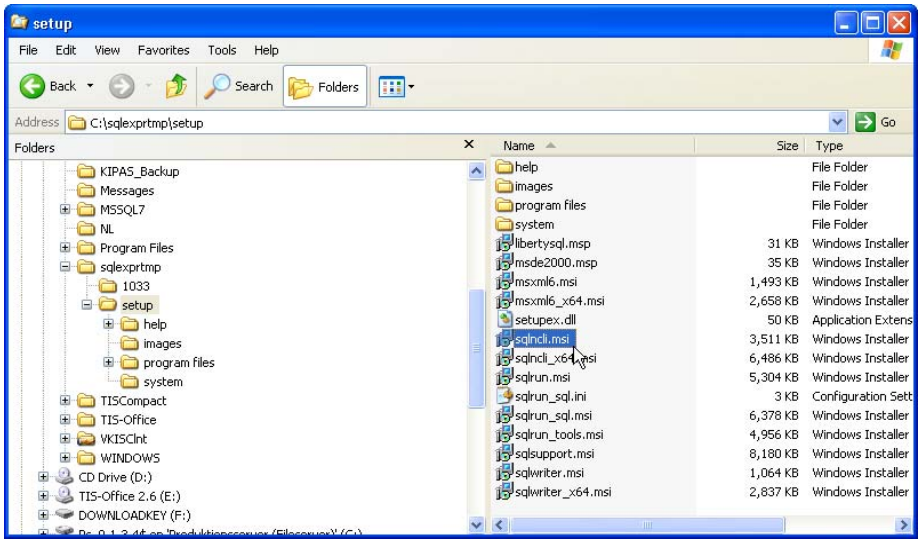
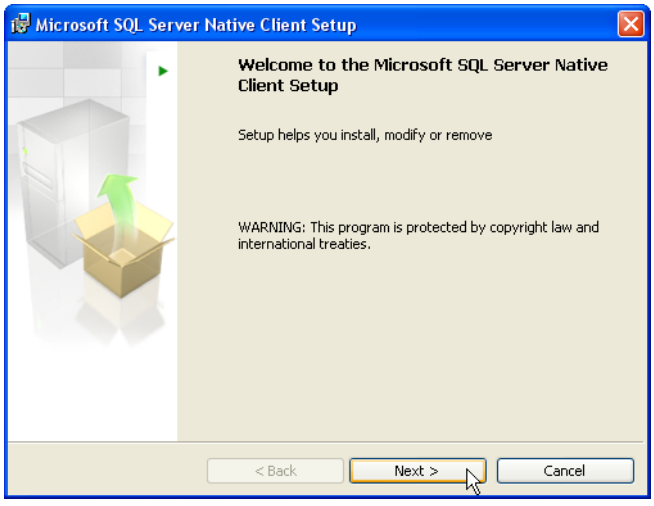


7 Open Windows Explorer and change to the directory "C:\sqlexprtmp\setup".

8 Double-click on the "sqlncli.msi" file.

The installation wizard for the SQL Server Native Client will now start.


Microsoft SQL Server Native Client Setup
Welcome to the Microsoft SQL Server Native Client Setup
Setup helps you install, modify or remove
WARNING: This program is protected by copyright law and international treaties.
< Back
Next >
Cancel

9 Click on [Next >] and follow the installation wizard instructions

until a dialogue box tells you that installation has finished.

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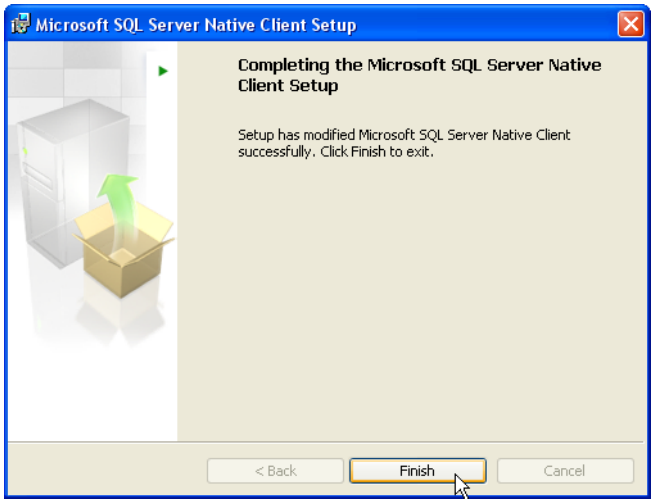
Microsoft SQL Server Native Client Setup
Completing the Microsoft SQL Server Native Client Setup
Setup has modified Microsoft SQL Server Native Client successfully. Click Finish to exit.
< Back
Finish
Cancel

10 Now click on [Finish] to close the SQL Server 2005 Native Client installation program.

The installation wizard program will now be terminated.

11 Restart installation of

- **SQL Server 2005 Express if the error occurs during separate installation of the SQL Server.**
- **TIS-Office if the error occurs during standard installation.**

3.4.2 New entries through SQL Server 2005 Express

Installation directory

SQL Server 2005 Express is installed by default in the "C:\Program Files \Microsoft SQL Server" directory.

Key in the Windows registry database

You'll find the following keys in the Windows registry database:

- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\90
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\MSDTC
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\MSSQLServer\Client
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services \MSSQLServerADHelper

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3.5 Completing preparatory steps

Check list for completing the preparatory installation steps

If you have carried out the preparatory steps for installing TIS-Office, you should check whether a connection can be established to the database, e.g. to SQL Server 2005 Express or SQL Server 2005. This applies to all applications that work with databases.

Work carried out	✓
• Have instance start options been reset to their original values? **Comments:**	☐
• Have standard user permissions been set? **Comments:**	☐
• Have share and security settings been checked? **Comments:**	☐
• Are connections to databases available? **Comments:**	☐
• Have all permissions (access rights) on installed folders (stand-alone, client, server) been checked? **Comments:**	☐
• Have permissions (access rights) in the registry file (stand-alone, client, server) been checked? **Comments:**	☐
• Has write protection on new folders been checked and removed where necessary? **Comments:**	☐

Table 3-2: Check list for completing the preparatory installation steps

Tip

Print out this page for reference. You can then tick off the checks that have been carried out. Add any comments that are necessary to correct any errors.

Important

Please ask your system or database administrator or refer to the relevant documentation if firewall and proxy server ports have to be opened.

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4 Installing TIS-Office

This chapter describes the TIS-Office stand-alone and Client/Server installation.

Important

Please note that TIS-Office requires a database program to be installed. If neither MSDE2000 (through an earlier TIS-Office installation), SQL Server 2005 Express nor SQL Server 2005 is available, SQL Server 2005 Express will be installed with TIS-Office.

You cannot start TIS-Office without a database environment.

The flow charts summarise the individual installation phases so that you will receive an impression of the installation process.

Where to find what

Chapter	Contents	Page
4.1	**Flow charts for installing TIS-Office**	**4–3**
	– Stand-alone installation process	4-3
	– TIS-Office Server installation process	4-5
	– TIS-Office Client installation process	4-7
4.2	**Stand-alone installation**	**4–8**
4.3	**Client / Server installation**	**4–16**
4.3.1	TIS-Office Server installation	4-17
4.3.2	TIS-Office Client installation	4-25

Further information

For a summary of the installation versions please refer to *Chapter 1.2 "Installation versions at a glance"* from *page 1-4*.

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Installation check list

Use the check list below to check the TIS-Office installation process. You can also enter any particular events that have occurred.

Work carried out	✓
• Are the hardware requirements for the installation version fulfilled (stand-alone, Client, Server)? **Comments:**	☐
• Is a database available (e.g. for SQL Server 2005 Express/SQL Server 2005? **Comments:**	☐
• Are the start types for the services set to "automatic", e.g. for Sentinel Protection Server or the database? **Comments:**	☐
• Has the installation version (stand-alone, client, server) been determined? **Comments:**	☐
• Is the administrator password for an existing database available? **Comments:**	☐
• Have standard user permissions been set? **Comments:**	☐

Table 4-1: Installation check list

Tip

Print out this page for reference. You can then tick off the checks that have been carried out. Add any comments that are important for the installation.

Also look at the check list for checks to be carried out after installation; please refer to *Chapter 5.1 "Checking the installation"* from *page 5-2*.

Important

Please ask your system or database administrator or refer to the relevant documentation if firewall and proxy server ports have to be opened.

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4.1 Flow charts for installing TIS-Office

Stand-alone installation process

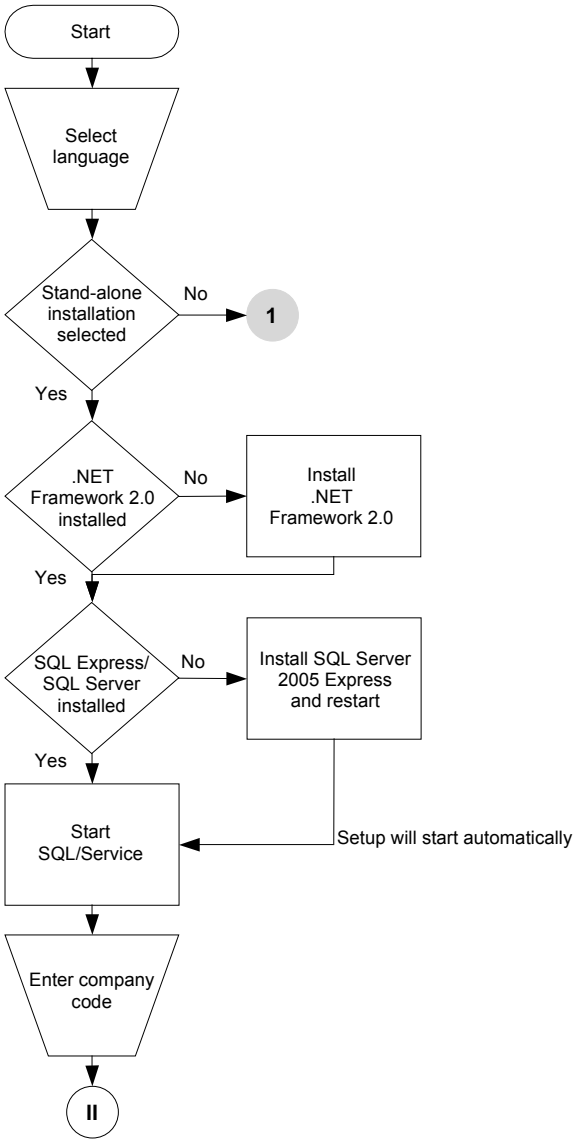

Fig. 4-1: Stand-alone installation process

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Stand-alone installation process (continued)

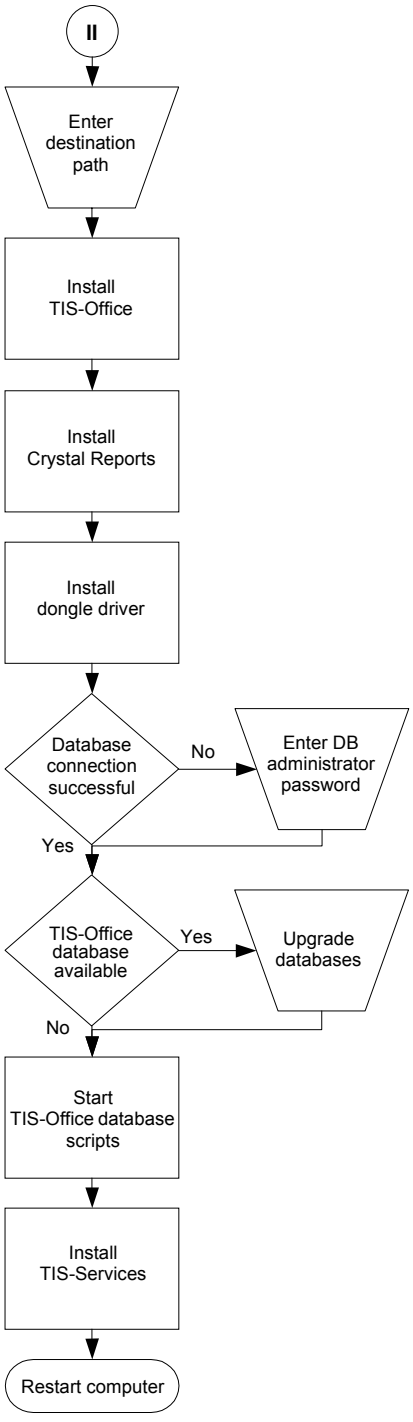

Fig. 4-2: Stand-alone installation process (continued)

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TIS-Office Server installation process

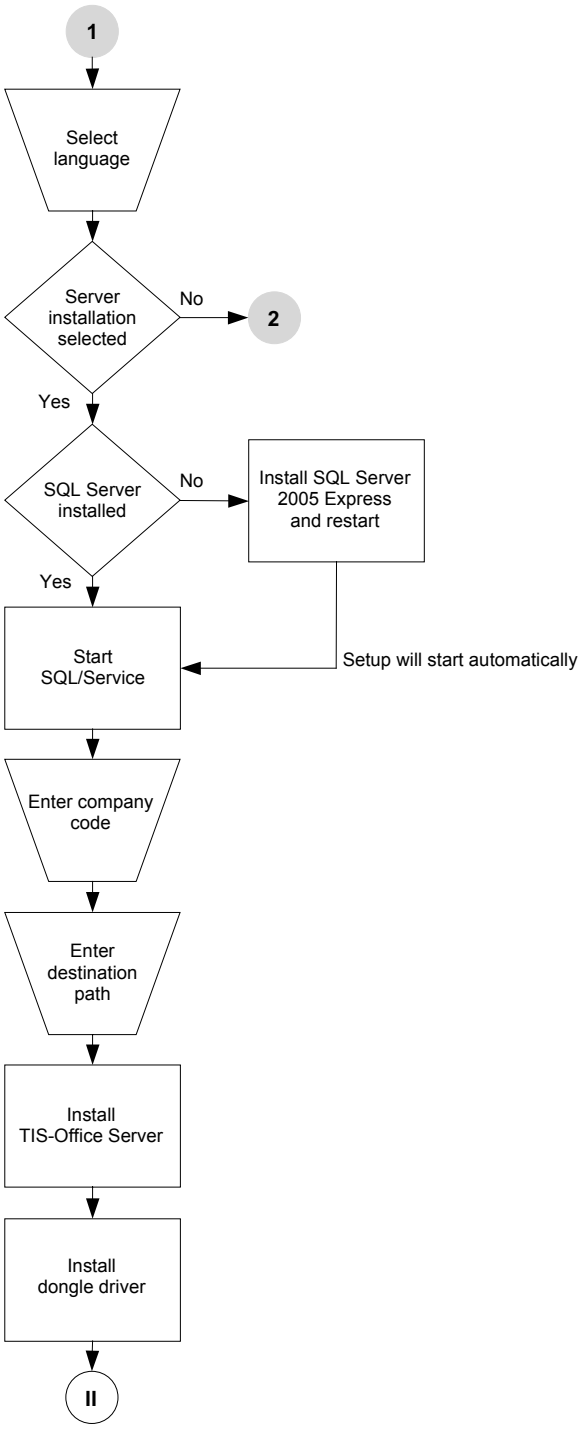

Fig. 4-3: TIS-Office Server installation process

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TIS-Office Server installation process (continued)

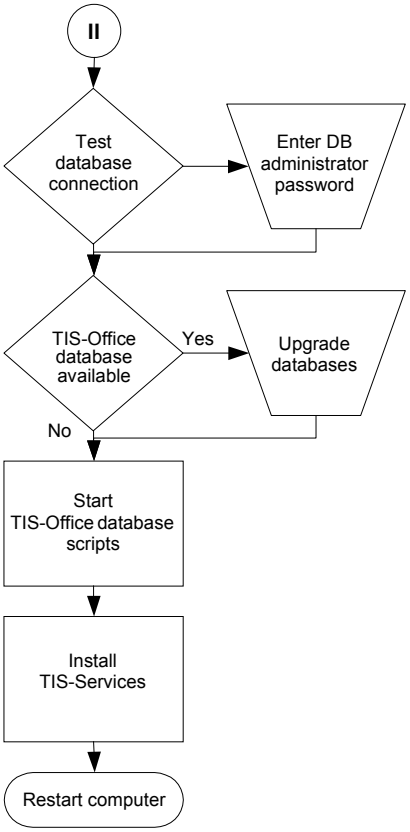

Fig. 4-4: TIS-Office Server installation process (continued)

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TIS-Office Client installation process

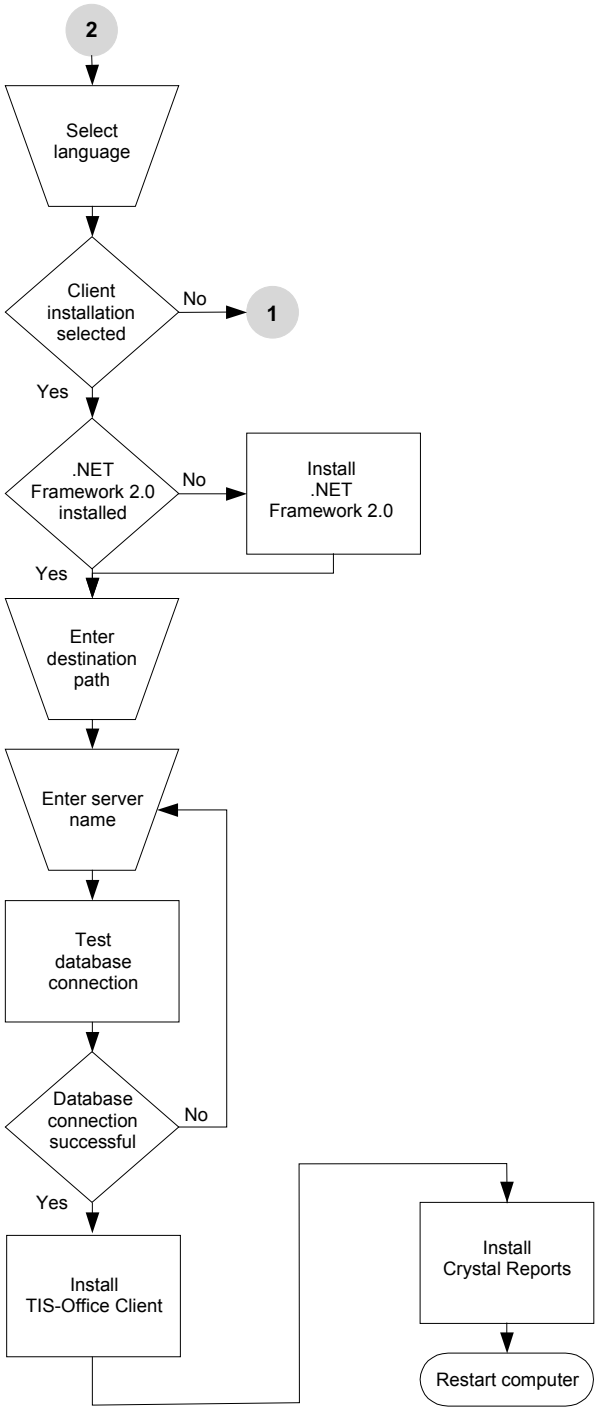

Fig. 4-5: Client installation process

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4.2 Stand-alone installation

This section describes how to install TIS-Office (program and database) on a single computer.

Condition

Depending on your current operating system settings you must have administrator rights or have permission to install programs.

Important

Check whether databases from other applications are installed before installing TIS-Office. For a detailed description please refer to *Chapter 3.1 "Database environment"* from *page 3-4*.

If you have already worked with KISCAN, you must convert the databases after installing TIS-Office; see also *Chapter 5.5 "Upgrading-TIS-Office"* on *page 5-12*.

For a detailed description of how to convert databases please refer to the TIS-Office ToolBox User Guide.

Tip

Before installing the program you should check the database environment and carry out the following procedures:

- clean the data carrier
- defragment the hard disk
- save a backup of your work files and hard disk
- set up a System Restore point.

Follow these steps to install TIS-Office:

Installing TIS-Office

1 Close all applications that are running, especially any active virus scanner because this could cause problems when scanning the installation files.

2 Place the TIS-Office CD-ROM into the corresponding disk drive.

If you are installing the program on

- Windows Vista, the **User Account Control** dialogue box will open together with a prompt asking whether you wish to continue the installation or not;
- any other Windows operating system, the installation program will start automatically and the window where you can select the dialogue language will be displayed.

  If you have disabled the automatic start option on your computer, you can start "setup.exe" directly from the product CD; see also *Chapter 3.3 "Starting the installation program"* from *page 3-20*.

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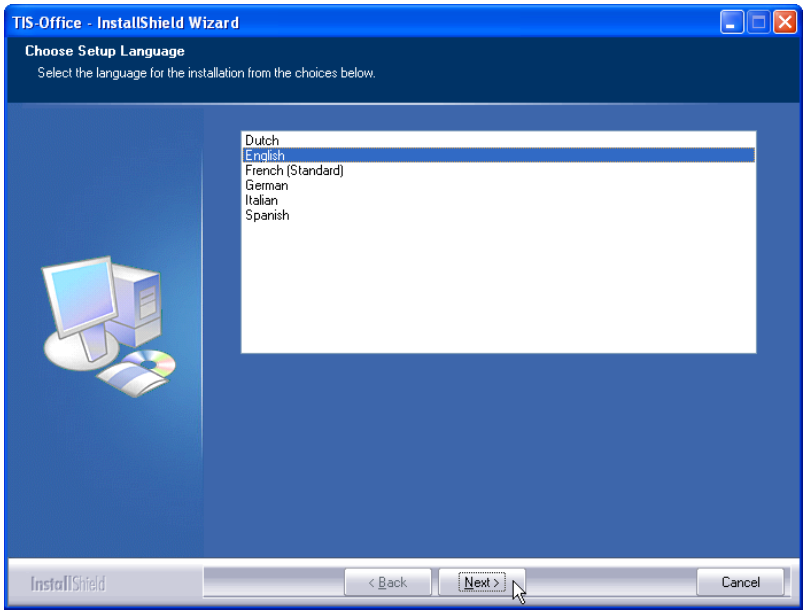
- **If you are installing the program on Windows Vista, confirm the security message with [Continue].**

  The window where you can select the dialogue language will be displayed.



3 **Select a different dialogue language if desired and click on [Next >].**

The default language depends on your operating system's standard settings.

Important

Please note that the language you select here will also be the ADMIN user's default TIS-Office dialogue language.

The language selection window will not appear if you are installing an update, i.e. a new TIS-Office version.

The InstallShield Wizard will prompt you to select the setup type (installation version).

For information on the different installation versions please refer to *Chapter 1.2 "Installation versions at a glance"* from *page 1-4*.

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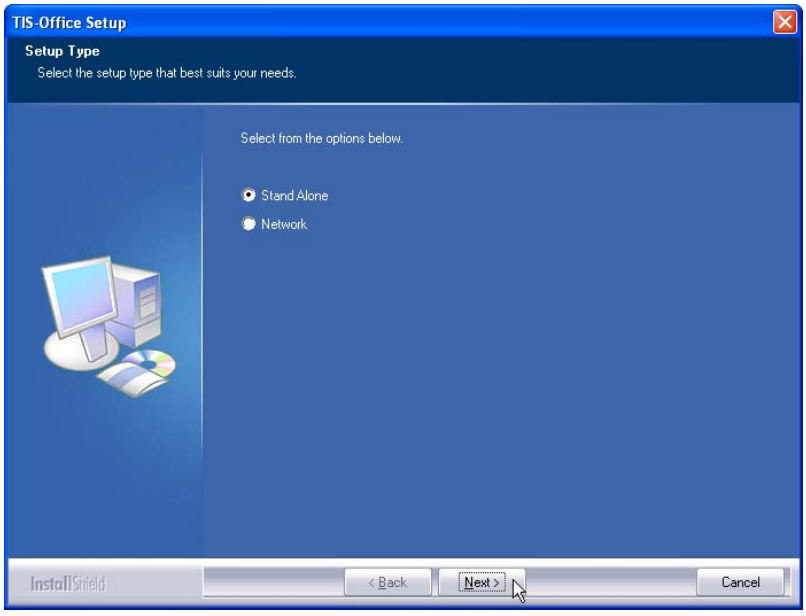


TIS-Office stand-alone installation

4 Select "Stand Alone".

The next steps describe the stand-alone installation process.

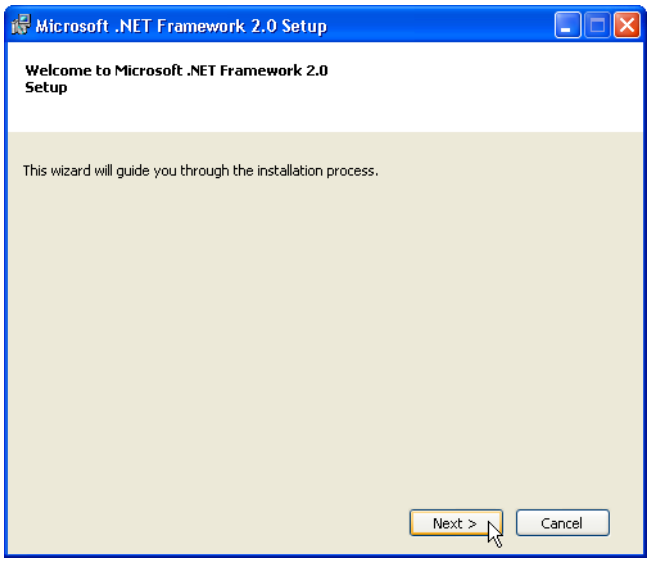
For information on the "Network" option please refer to *Chapter 4.3 "Client / Server installation"* from *page 4-16*.

5 Click on [Next>].

The installation program will now check which components are to be installed. If .NET Framework 2.0 is

- not available, the Installation Wizard will start with the welcome dialogue.
- already available, the installation program will continue to search for an existing database environment; see the note after *step 7*.

.NET Framework 2.0 welcome dialogue


Microsoft .NET Framework 2.0 Setup
Welcome to Microsoft .NET Framework 2.0 Setup
This wizard will guide you through the installation process.
Next >
Cancel

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6 Click on [Next >].

.NET Framework 2.0 will be installed. This can take some time. Then the installation program will search for existing databases.

7 Confirm the message that the installation procedure has ended with [OK].

Then the installation program will search for existing databases.

If it detects that SQL Server 2005 Express, SQL Server 2005 or MSDE 2000

- is installed on the computer, the dialogue box for entering the company code will open. Continue with *step 8*.
- is not installed on the computer,
  - SQL Server 2005 Express will be automatically installed,
  - the computer will restart.

    The TIS-Office installation process will continue and the dialogue box for entering the company code will open.

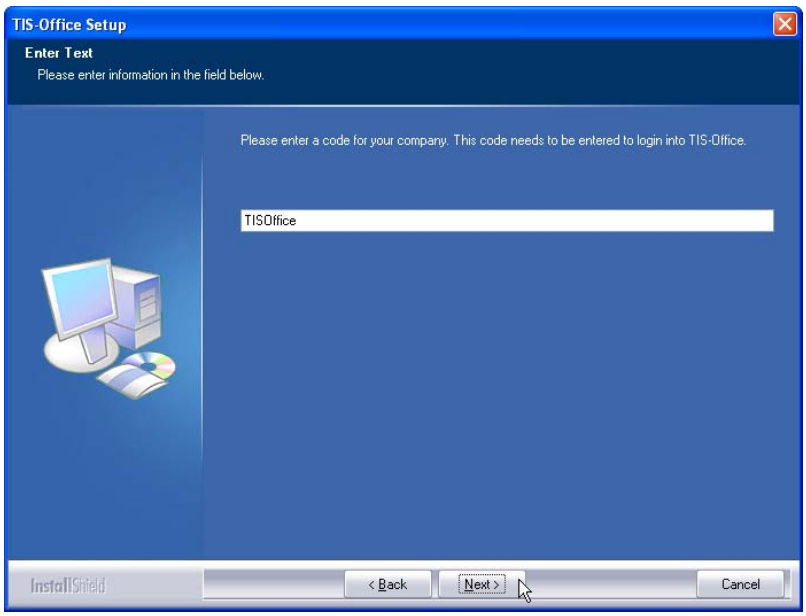
Important

During installation of the components for Microsoft SQL Server Native Client on Windows 2000 operating systems, an error message may be displayed stating that the installation files for these components cannot be found. The installation of SQL Server 2005 Express will then be cancelled.

For help, please read *Chapter 3.4.1 "Installation on Windows 2000 und XP systems – solution"* from *page 3-29*.

Important

Do not remove the product CD from its drive after SQL Server 2005 Express installation or before restarting the computer!


TIS-Office Setup
Enter Text
Please enter information in the field below.
Please enter a code for your company. This code needs to be entered to login into TIS-Office.
TISOffice
InstallShield
< Back
Next >
Cancel

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Company code

8 **Enter your company code, e. g. "TIS-Office".**

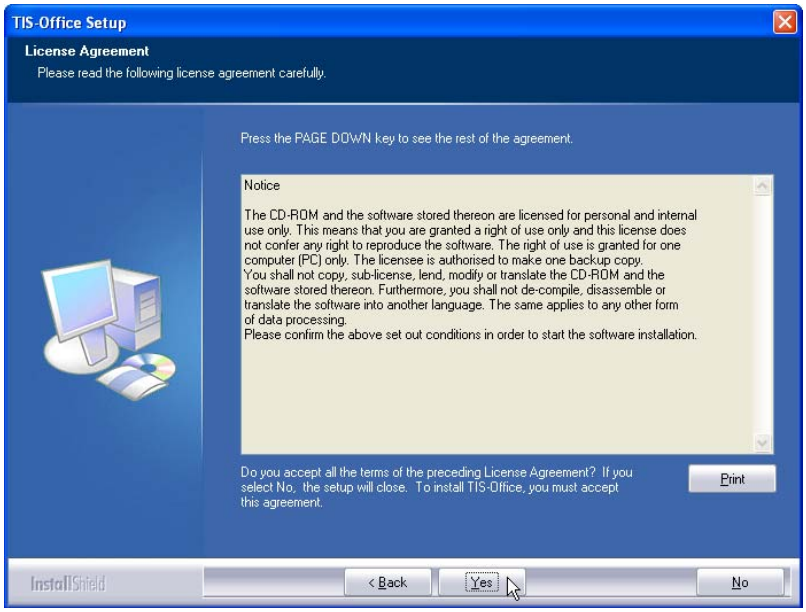
You use this code (Company Code) to log on to TIS-Office. You can enter an alphanumeric code, i.e. letters and figures.

Important

Please note that the company code is not the name of the database. The default company database name is TISOffice even if you change the company code.

9 **Click on [Next >].**

The Licensing Agreement will be displayed.


TIS-Office Setup
License Agreement
Please read the following license agreement carefully.
Press the PAGE DOWN key to see the rest of the agreement.
Notice
The CD-ROM and the software stored thereon are licensed for personal and internal use only. This means that you are granted a right of use only and this license does not confer any right to reproduce the software. The right of use is granted for one computer (PC) only. The licensee is authorised to make one backup copy.
You shall not copy, sub-license, lend, modify or translate the CD-ROM and the software stored thereon. Furthermore, you shall not de-compile, disassemble or translate the software into another language. The same applies to any other form of data processing.
Please confirm the above set out conditions in order to start the software installation.
Do you accept all the terms of the preceding License Agreement? If you select No, the setup will close. To install TIS-Office, you must accept this agreement.
Print
InstallShield
< Back
Yes
No

TIS-Office: Licensing agreement

10 **Read the Licensing Agreement and click on [Yes] to accept it.**

The destination folder will be displayed.

Tip

You can also print the agreement and file it together with any other TIS-Office documents.

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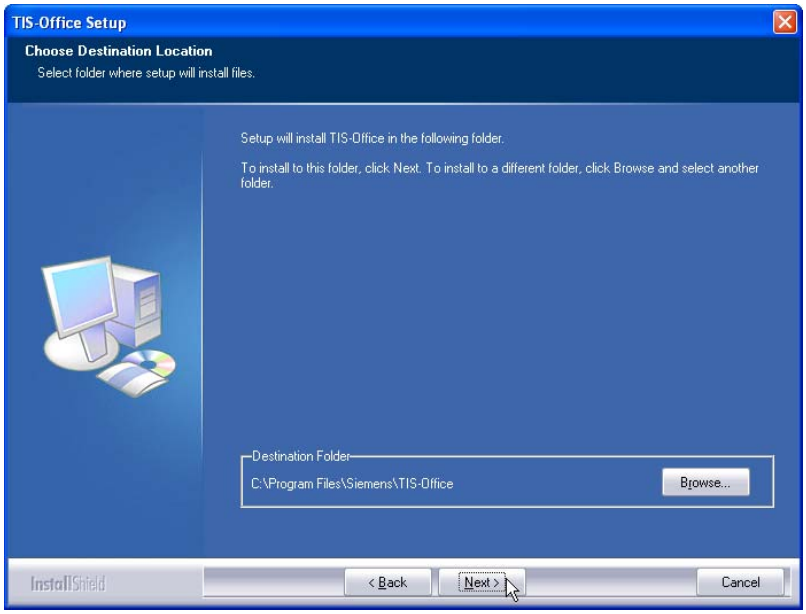
TIS-Office Setup
Choose Destination Location
Select folder where setup will install files.
Setup will install TIS-Office in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\Siemens\TIS-Office
Browse...
InstallShield
< Back
Next >
Cancel

TIS-Office: Destination folder

11 Select the destination folder in which TIS-Office is to be installed. If you want

- **– to accept the default setting, click on [Next >].**
- **– to modify the default setting, click on [Browse…], select the new path and click on [Next >].**

  The current folder will be displayed under **Destination Folder**.

A progress indicator shows how far the TIS-Office installation has advanced.

Then the installation program will search for existing databases. If

- an earlier TIS-Office database version is found, you can update it now or later. Select
  - – **[Yes]** if you want to update the database structure to the latest version.
  - – **[No]** if you want to keep the old database structure.

    When TIS-Office is installed, you must update the databases manually using the **TIS-OFFICE Upgrade** function in ToolBox. If not, you cannot start TIS-Office.

    For further information please refer to *Chapter 5.5 "Upgrading-TIS-Office"*. You will also find detailed information on how to upgrade earlier TIS-Office database versions in the TIS-Office ToolBox User Guide.
- a database installed with another application is found, you will be prompted to enter the database user name and password. Continue with *step 12*.
- no database is found, the TIS-Office database will be created. Continue with *step 13*.

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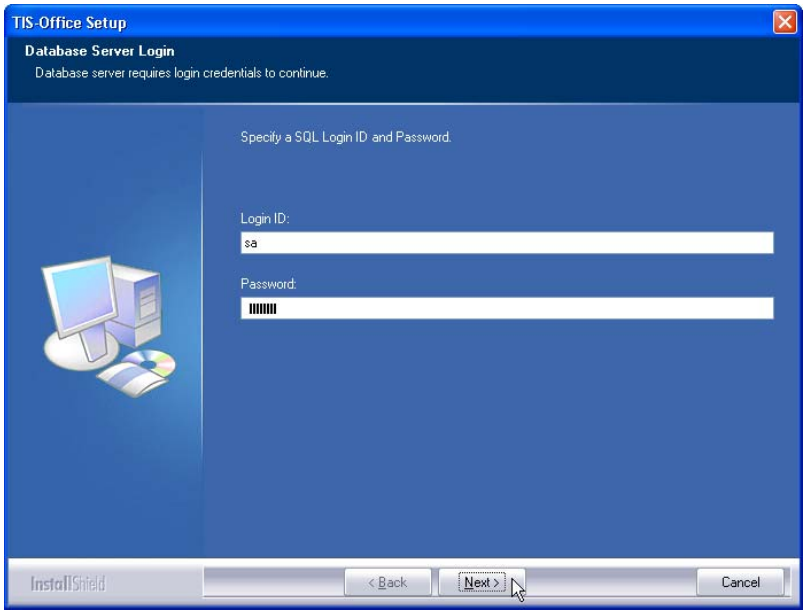

Database server: Login

12 **Enter the correct user name and the password for the system or database administrator and click on [Next >].**

Generally, the default user name is **sa** (if it has not been changed). The password will be displayed in the form of wildcard characters.

Database installation (example)

Important

Two databases are created by default:

- Administrator database (TISAdminDB)
- TIS-Office fleet database.

  Each time a new company is created using the TIS-Office "Company" module, a new database is set up by default.

Dongle driver: Installation

When the databases have been created, the dongle driver will be installed.

When the installation is complete, the InstallShield Wizard will prompt you to restart the computer.

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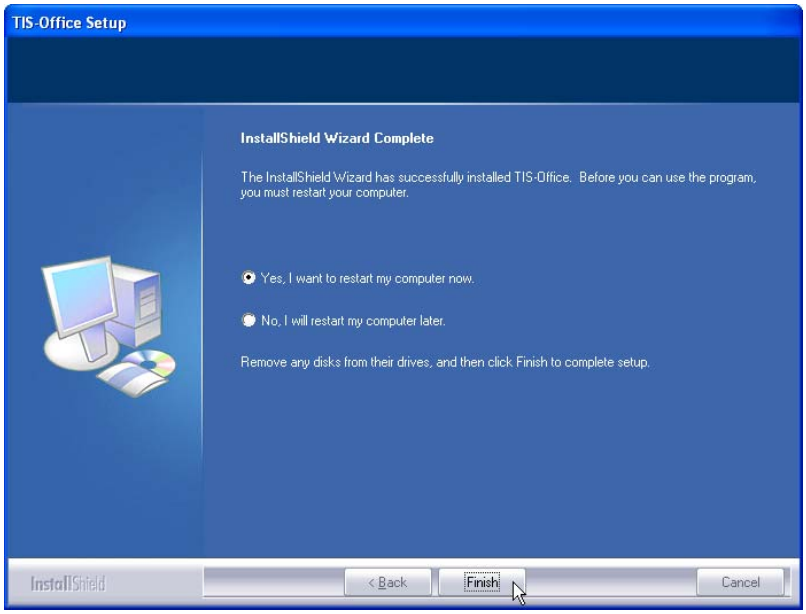
TIS-Office Setup
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed TIS-Office. Before you can use the program, you must restart your computer.
Yes, I want to restart my computer now.
No, I will restart my computer later.
Remove any disks from their drives, and then click Finish to complete setup.
InstallShield
< Back
Finish
Cancel

Restart **13** **Select "Yes…" and click on [Finish] to restart the computer.**

We strongly advise you to restart the computer. In doing so, the installation process will be completed and keys will be written into the registry file.

Tip

When the computer has restarted, the TIS-Office icon is available on the desktop and the TIS-Office Services are shown on the taskbar.

Important

Start the program – see *Chapter 6 "Startup"* – and check if it is working properly. See also *Chapter 5 "Post-installation steps"*.

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4.3 Client / Server installation

With the Client/Server installation you determine which computer in the local network (LAN) is the TIS-Office server, i.e. where the database is to be installed. You will thus be able to access the fleet data saved in TIS-Office from different client computers.

Condition

Depending on your current operating system settings you must have administrator rights or have permission to install programs.

With the Client / Server installation you must

- first install the server with SQL Server 2005 Express or SQL Server 2005 and the TIS-Office databases

  For further information on the components required on the server system, please refer to *Chapter 4.3.1 "TIS-Office Server installation"* from *page 4-17*.
- and then the Client or Clients (TIS-Office application).

  When selecting "Client" the installation program will prompt you to specify the database server (which must already be available on the LAN).

  For further information on the components required on the client system, please refer to *Chapter 4.3.2 "TIS-Office Client installation"* from *page 4-25*.

Tip

Before installing the program you should carry out the following procedures:

- clean the data carrier
- defragment the hard disk
- save a backup of your work files and hard disk
- set up a System Restore point.

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4.3.1 TIS-Office Server installation

This section describes the TIS-Office Server installation.

Condition

Depending on your current operating system settings you must have administrator rights or have permission to install programs.

Important

Check whether databases from other applications are installed before installing TIS-Office. For a detailed description please refer to *Chapter 3.1 "Database environment"* from *page 3-4*.

Follow these steps to install the TIS-Office Server version:

TIS-Office Server installation

1 **Close all applications that are running, especially any active virus scanner because this could cause problems when scanning the installation files.**

Installing TIS-Office

2 **Place the TIS-Office CD-ROM into the corresponding disk drive.**

If you are installing the program on

- Windows Vista, the **User Account Control** dialogue box will open together with a prompt asking whether you wish to continue the installation or not;
- any other Windows operating system, the installation program will start automatically and the window where you can select the dialogue language will be displayed.

  If you have disabled the automatic start option on your computer, you can start "setup.exe" directly from the product CD; see also *Chapter 3.3 "Starting the installation program"* from *page 3-20*.

- **If you are installing the program on Windows Vista, confirm the security message with [Continue].**

  The window where you can select the dialogue language will be displayed.

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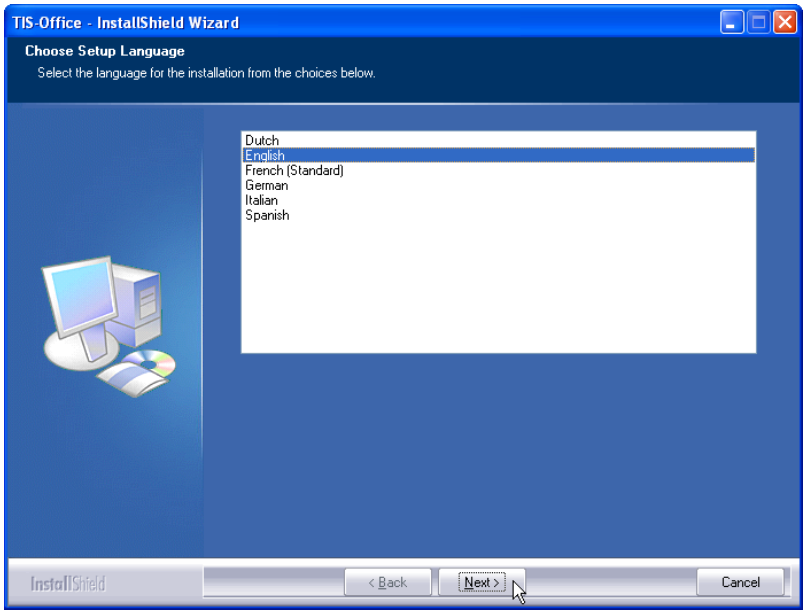


3 Select a different dialogue language if desired and click on [Next >].

The default language depends on your operating system's standard settings.

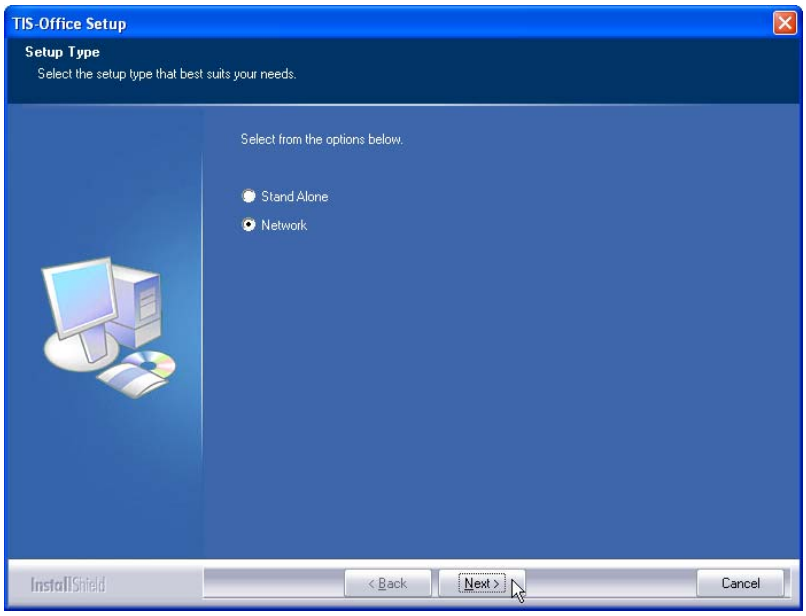
Important

Please note that the language you select here will also be the ADMIN user's default TIS-Office dialogue language.

The language selection window will not appear if you are installing an update, i.e. a new TIS-Office version.

The InstallShield Wizard will prompt you to select the setup type (installation version).

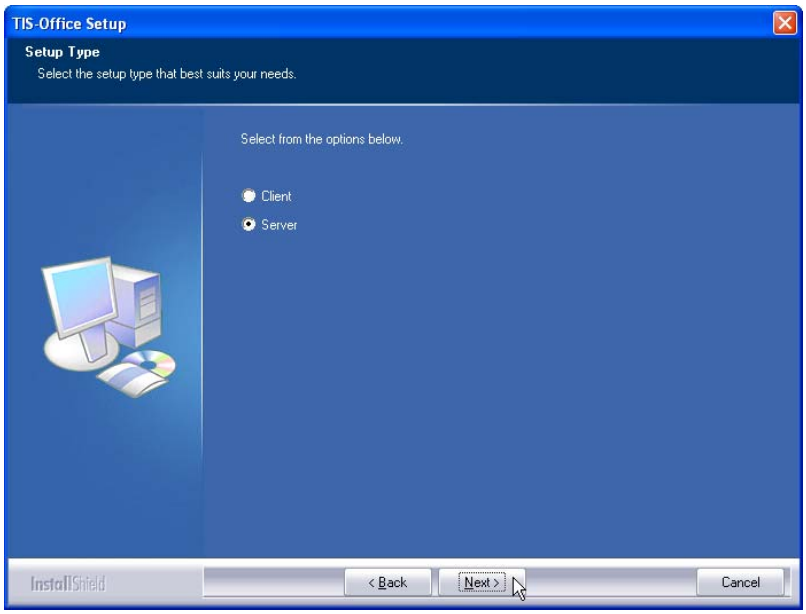
For information on the different installation versions please refer to *Chapter 1.2 "Installation versions at a glance"* from *page 1-4*.



 © Siemens VDO Trading GmbH

4 Select "Network" and click on [Next >].

This option will install both the TIS-Office Server application and the TIS-Office Client application.



5 Select "Server" in this case.

For information on the "Client" option please refer to *Chapter 4.3.2 "TIS-Office Client installation"* from *page 4-25*

6 Click on [Next >].

The installation program will now check which components are to be installed. If .NET Framework 2.0 is

- not available, the Installation Wizard will start with the .NET Framework welcome dialogue 2.0.
- already available, the installation program will continue to search for an existing database environment; see the note after *step 8*.

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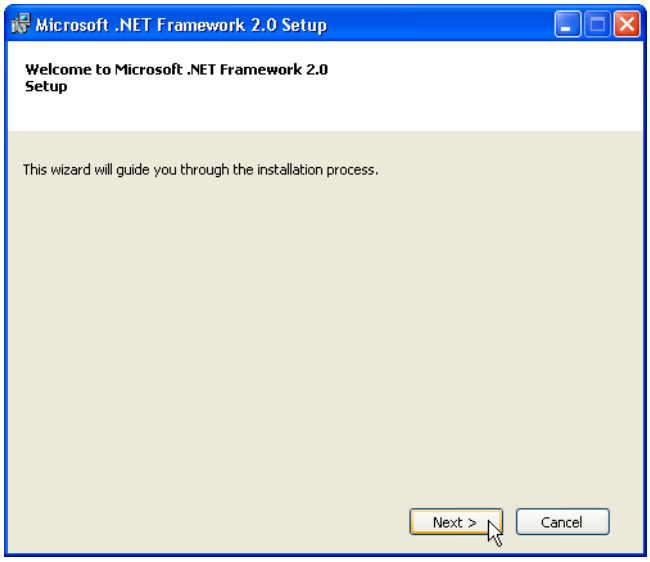
.NET Framework 2.0 welcome dialogue


Microsoft .NET Framework 2.0 Setup
Welcome to Microsoft .NET Framework 2.0 Setup
This wizard will guide you through the installation process.
Next >
Cancel

7 Click on [Next >].

.NET Framework 2.0 will be installed after acceptance of the licensing agreement. This may take some time.

8 Confirm the message that the installation procedure has ended with [OK].

Then the installation program will search for existing databases.

If it detects that SQL Server 2005 Express, SQL Server 2005 or MSDE 2000

- is installed on the computer, the dialogue box for entering the company code will be displayed. Continue with *step 8*.
- is not installed on the computer,
  - SQL Server 2005 Express will be automatically installed,
  - the computer will restart.

    The TIS-Office installation process will continue and the dialogue box for entering the company code will open.

Important

During installation of the components for Microsoft SQL Server Native Client on Windows 2000 operating systems, an error message may be displayed stating that the installation files for these components cannot be found. The installation of SQL Server 2005 Express will then be cancelled.

For help, please read *Chapter 3.4.1 "Installation on Windows 2000 und XP systems – solution"* from *page 3-29*.

Important

Do not remove the product CD from its drive after SQL Server 2005 Express installation or before restarting the computer!

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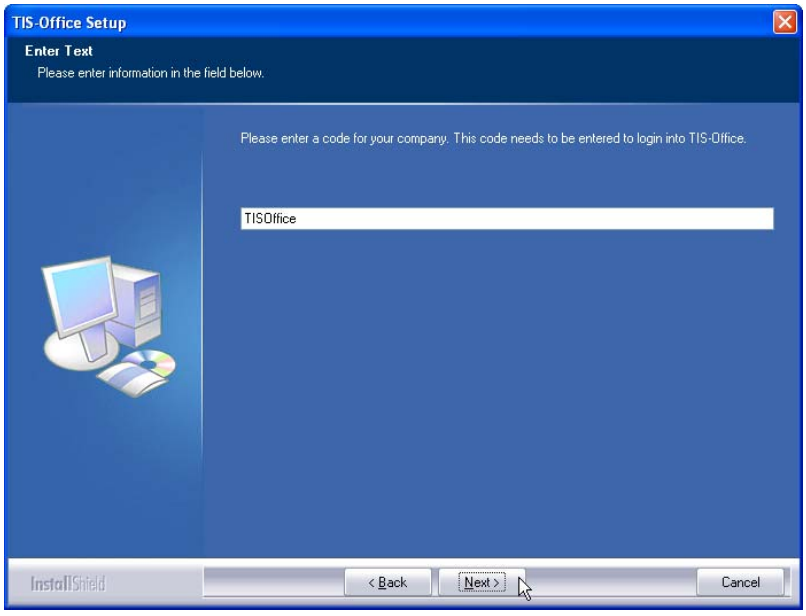

TIS-Office Setup
Enter Text
Please enter information in the field below.
Please enter a code for your company. This code needs to be entered to login into TIS-Office.
TISOffice
InstallShield
< Back
Next >
Cancel

Company code

9 **Enter your company code, e. g. "TIS-Office".**

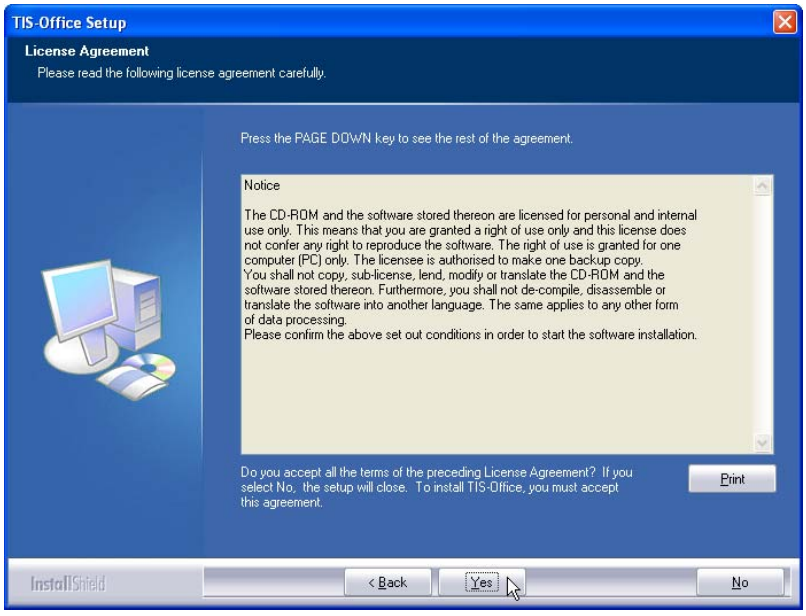
You use this code (Company Code) to log on to TIS-Office. You can enter an alphanumeric code, i.e. letters and figures.

Important

Please note that the company code is not the name of the database. The default company database name is TISOffice even if you change the company code.

10 **Click on [Next >].**

The Licensing Agreement will be displayed.


TIS-Office Setup
License Agreement
Please read the following license agreement carefully.
Press the PAGE DOWN key to see the rest of the agreement.
Notice
The CD-ROM and the software stored thereon are licensed for personal and internal use only. This means that you are granted a right of use only and this license does not confer any right to reproduce the software. The right of use is granted for one computer (PC) only. The licensee is authorised to make one backup copy.
You shall not copy, sub-license, lend, modify or translate the CD-ROM and the software stored thereon. Furthermore, you shall not de-compile, disassemble or translate the software into another language. The same applies to any other form of data processing.
Please confirm the above set out conditions in order to start the software installation.
Do you accept all the terms of the preceding License Agreement? If you select No, the setup will close. To install TIS-Office, you must accept this agreement.
Print
InstallShield
< Back
Yes
No

 © Siemens VDO Trading GmbH

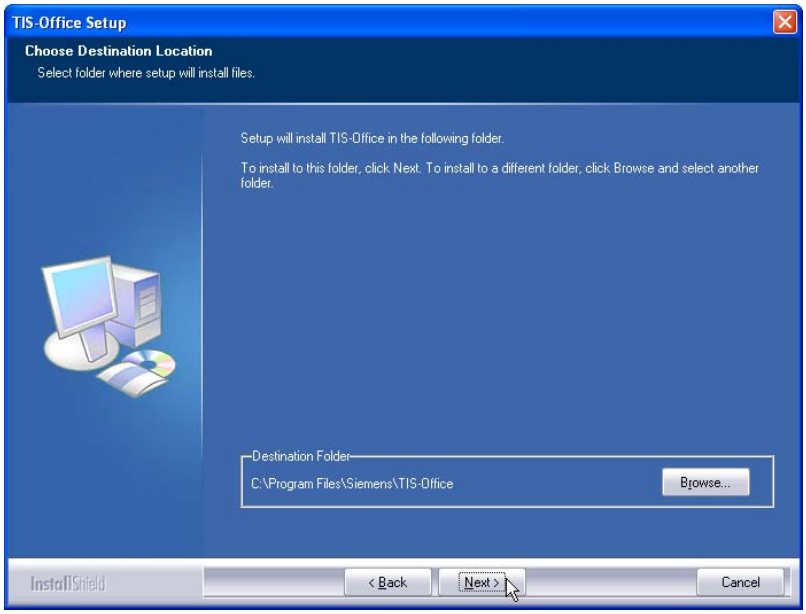
TIS-Office: Licensing agreement

11 **Read the Licensing Agreement and click on [Yes] to accept it.**

The destination folder will be displayed.

Tip

You can also print the agreement and file it together with any other TIS-Office documents.


TIS-Office Setup
Choose Destination Location
Select folder where setup will install files.
Setup will install TIS-Office in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\Siemens\TIS-Office
Browse...
InstallShield
< Back
Next >
Cancel

TIS-Office: Destination folder

12 **Select the destination folder in which TIS-Office is to be installed. If you want**

- **to accept the default setting, click on [Next >].**
- **to modify the default setting, click on [Browse…], select the new path and click on [Next >].**

  The current folder will be displayed under **Destination Folder**.

A progress indicator shows how far the TIS-Office installation has advanced.

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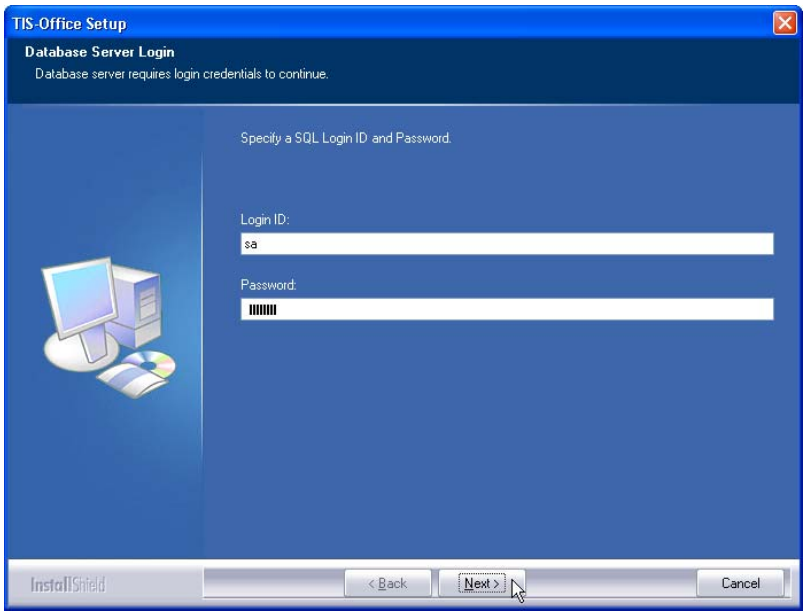
Then the installation program will search for existing databases. If

- an earlier TIS-Office database version is found, you can update it now or later. Select
  - **[Yes]** if you want to update the database structure to the latest version.
  - **[No]** if you want to keep the old database structure.

    When TIS-Office is installed, you must update the databases manually using the **TIS-OFFICE Upgrade**function in ToolBox. If not, you cannot start TIS-Office.

    For further information please refer to *Chapter 5.5 "Upgrading-TIS-Office"*. You will also find detailed information on how to upgrade earlier TIS-Office database versions in the TIS-Office ToolBox User Guide.
- a database installed with another application is found, you will be prompted to enter the database user name and password. Continue with *step 13*.
- no database is found, the TIS-Office database will be created. Continue with *step 14*.



Database server: Login

13 **Enter the correct user name and the password for the system or database administrator and click on [Next >].**

Generally, the default user name is **sa** (if it has not been changed).

The password will be displayed in the form of wildcard characters.

Database installation (example)

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Important

By default, two databases will be created on the server computer:

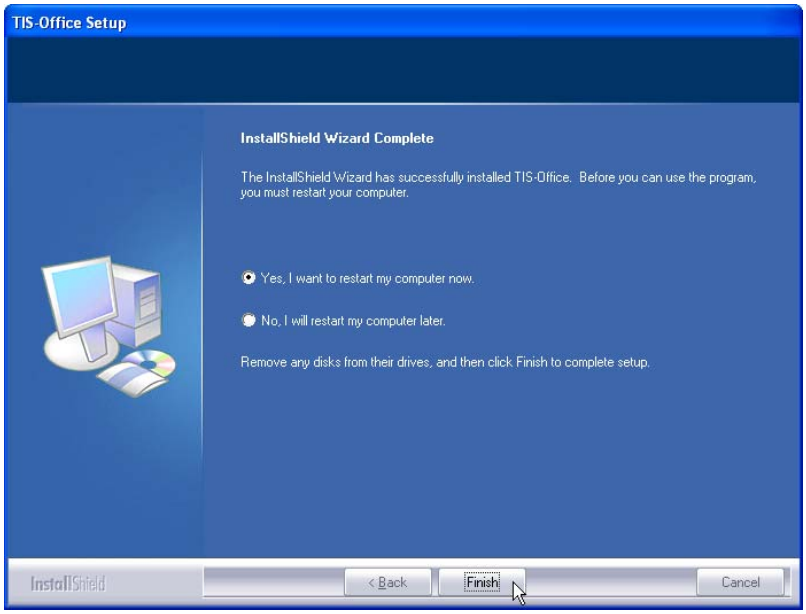
- Administrator database (TISAdminDB)
- TIS-Office fleet database.

  Each time a new company is created using the TIS-Office "Company" module, a new database is set up by default.

Dongle driver: Installation

When the databases have been created, the dongle driver will be installed.

When the installation is complete, the InstallShield Wizard will prompt you to restart the computer.


TIS-Office Setup
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed TIS-Office. Before you can use the program, you must restart your computer.
Yes, I want to restart my computer now.
No, I will restart my computer later.
Remove any disks from their drives, and then click Finish to complete setup.
InstallShield
< Back
Finish
Cancel

Restart **14** **Select "Yes…" and click on [Finish] to restart the computer.**

We strongly advise you to restart the computer. In doing so, the installation process will be completed and keys will be written into the registry file.

Tip

When the computer has restarted, the TIS-Office Services are available on the taskbar.

Important

Check the permissions (access rights) on all installed folders and entries in the registry file; please refer to *Chapter 5 "Post-installation steps"*.

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4.3.2 TIS-Office Client installation

This section describes the TIS-Office Client installation.

Condition

The TIS-Office Server version must be installed before installing the Client version; please refer to *Chapter 4.3.1 "TIS-Office Server installation"* from *page 4-17*.

Depending on your current operating system settings you must have administrator rights or have permission to install programs.

Tip

Before installing the program you should carry out the following procedures:

- clean the data carrier
- defragment the hard disk
- save a backup of your work files and hard disk
- set up a System Restore point.

Follow these steps to install the TIS-Office Client version:

TIS-Office Client -installation

1 Close all applications that are running, especially any active virus scanner because this could cause problems when scanning the installation files.

Installing TIS-Office

2 Place the TIS-Office CD-ROM into the corresponding disk drive.

If you are installing the program on

- Windows Vista, the **User Account Control** dialogue box will open together with a prompt asking whether you wish to continue the installation or not;
- any other Windows operating system, the installation program will start automatically and the window where you can select the dialogue language will be displayed.

  If you have disabled the automatic start option on your computer, you can start "setup.exe" directly from the product CD; see also *Chapter 3.3 "Starting the installation program"* from *page 3-20*.

- **If you are installing the program on Windows Vista, confirm the security message with [Continue].**

  The window where you can select the dialogue language will be displayed.

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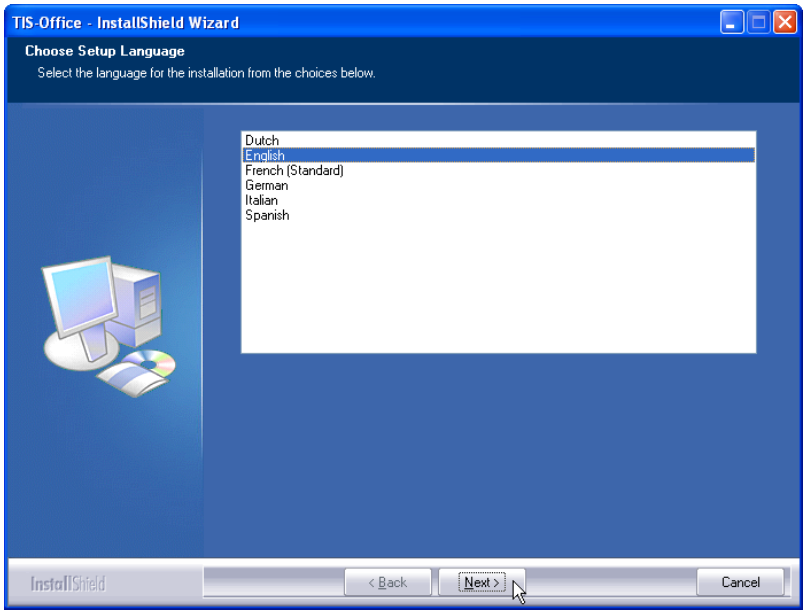


3 Select a different dialogue language if desired and click on [Next >].

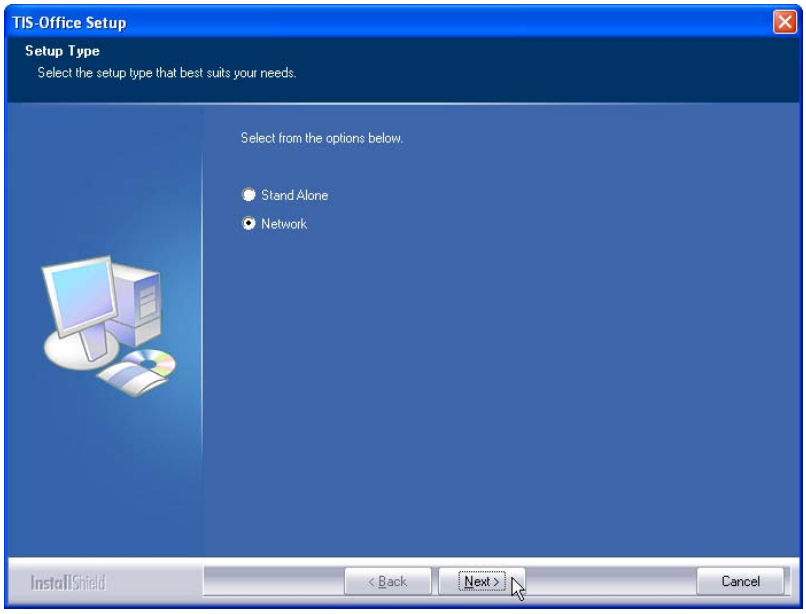
The default language depends on your operating system's standard settings.

Important

The selected language only relates to the Client component installation process. It will not appear if you install an update, i.e. a new TIS-Office version.

The InstallShield Wizard will prompt you to select the setup type (installation version).

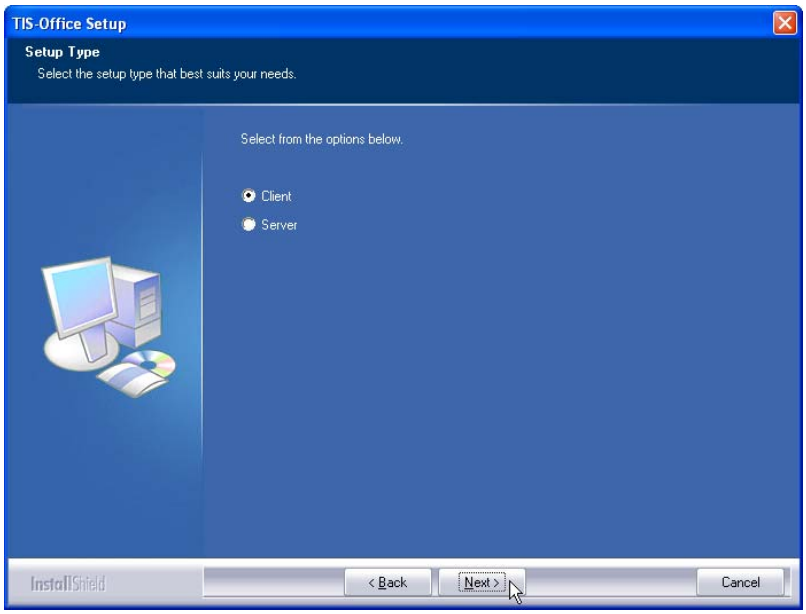
For information on the different installation versions please refer to *Chapter 1.2 "Installation versions at a glance"* from *page 1-4*.



 © Siemens VDO Trading GmbH

4 Select "Network" and click on [Next >].

This option will install both the TIS-Office Server application and the TIS-Office Client application.



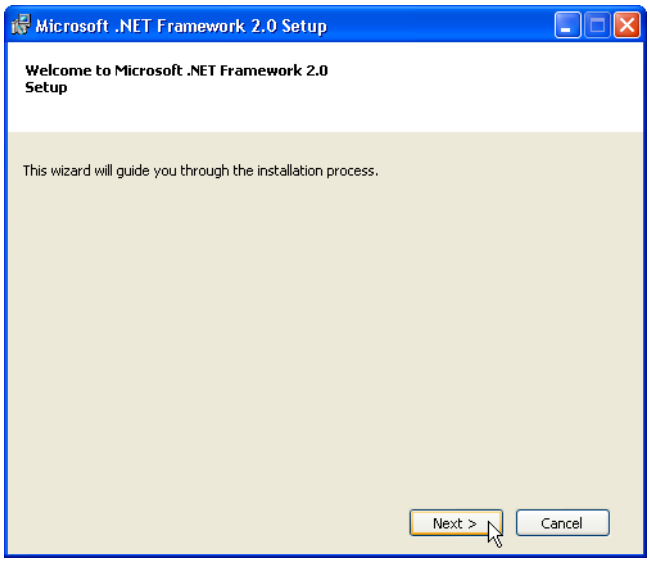
5 Select "Client".

6 Click on [Next >].

The installation program will now check which components are to be installed. If .NET Framework 2.0 is

- not available, the Installation Wizard will start with the .NET Framework welcome dialogue 2.0.
- already available, the installation program will prompt for the server name; see *step 9*.

.NET Framework 2.0 welcome dialogue


Microsoft .NET Framework 2.0 Setup
Welcome to Microsoft .NET Framework 2.0 Setup
This wizard will guide you through the installation process.
Next >
Cancel

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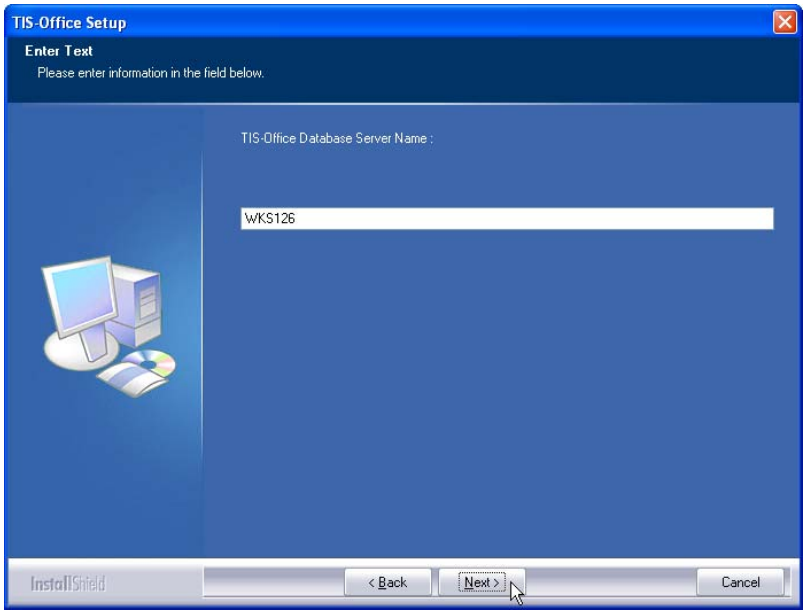
7 Click on [Next >].

.NET Framework 2.0 will be installed after acceptance of the licensing agreement. This may take some time.

8 Confirm the message that the installation procedure has ended with [OK].

Then you will be prompted to enter the name of the server computer.



9 Enter the name of the server computer where the TIS-Office database is installed, e. g. "WKS126" and click on [Next >].

The computer will establish a connection to the server.

If

- the connection has been established successfully, a corresponding message will be displayed.
- the TIS-Office database has not yet been installed on the server or if the server cannot be found, the TIS-Office Client installation will be cancelled.

  Correct the error and start the TIS-Office Client installation again.

The Licensing Agreement will be displayed.

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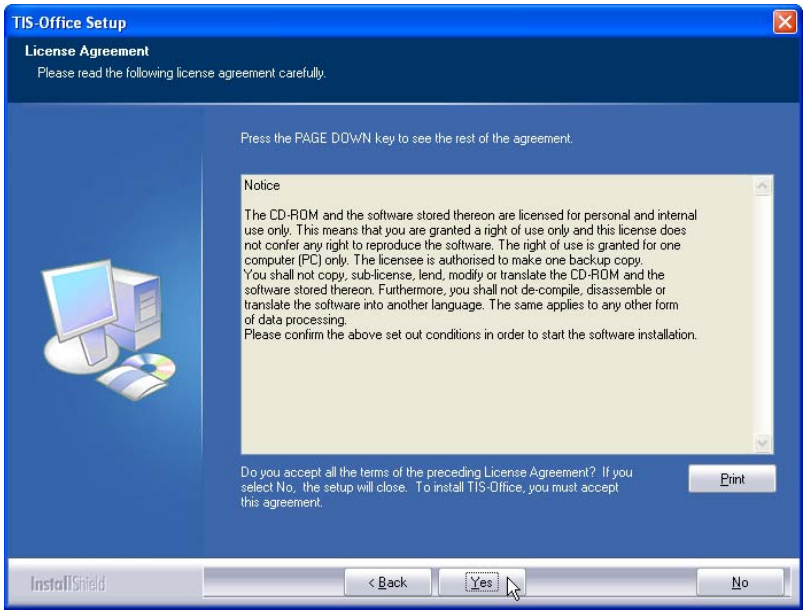

TIS-Office Setup
License Agreement
Please read the following license agreement carefully.
Press the PAGE DOWN key to see the rest of the agreement.
Notice
The CD-ROM and the software stored thereon are licensed for personal and internal use only. This means that you are granted a right of use only and this license does not confer any right to reproduce the software. The right of use is granted for one computer (PC) only. The licensee is authorised to make one backup copy.
You shall not copy, sub-license, lend, modify or translate the CD-ROM and the software stored thereon. Furthermore, you shall not de-compile, disassemble or translate the software into another language. The same applies to any other form of data processing.
Please confirm the above set out conditions in order to start the software installation.
Do you accept all the terms of the preceding License Agreement? If you select No, the setup will close. To install TIS-Office, you must accept this agreement.
Print
InstallShield
< Back
Yes
No

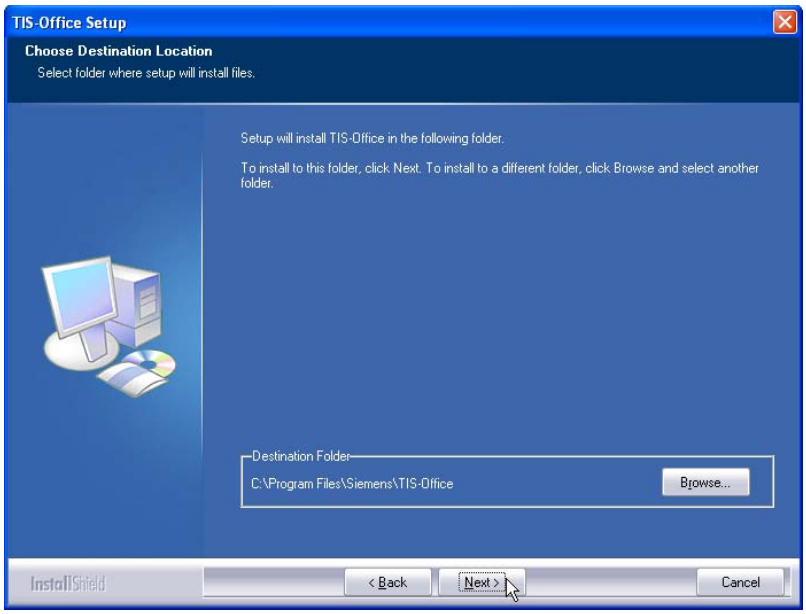
TIS-Office: Licensing agreement

10 **Read the Licensing Agreement and click on [Yes] to accept it.**

The destination folder will be displayed.

Tip

You can also print the agreement and file it together with any other TIS-Office documents.


TIS-Office Setup
Choose Destination Location
Select folder where setup will install files.
Setup will install TIS-Office in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\Siemens\TIS-Office
Browse...
InstallShield
< Back
Next >
Cancel

TIS-Office: Destination folder

11 **Select the destination folder in which TIS-Office is to be installed. If you want**

- **to accept the default setting, click on [Next >].**
- **to modify the default setting, click on [Browse…], select the new path and click on [Next >].**

The current folder will be displayed under **Destination Folder**.

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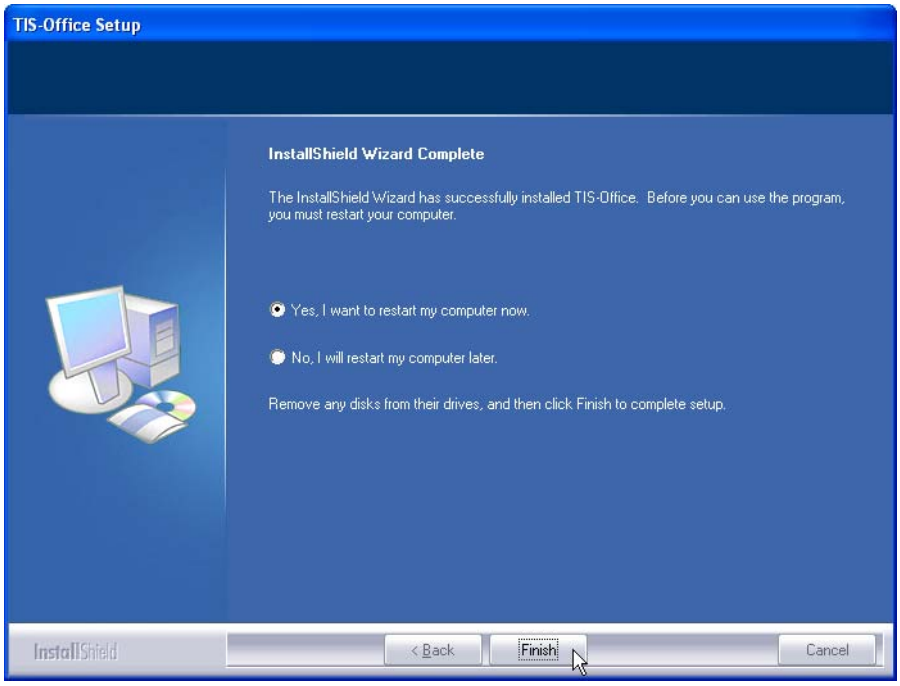
When the installation is complete, the InstallShield Wizard will prompt you to restart the computer.


TIS-Office Setup
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed TIS-Office. Before you can use the program, you must restart your computer.
Yes, I want to restart my computer now.
No, I will restart my computer later.
Remove any disks from their drives, and then click Finish to complete setup.
InstallShield
< Back
Finish
Cancel

Restart **12** **Select "Yes…" and click on [Finish] to restart the computer.**

We strongly advise you to restart the computer. In doing so, the installation process will be completed and keys will be written into the registry file.

Tip

When the computer has restarted, the TIS-Office icon is available on the desktop.

Important

Start the program – see *Chapter 6 "Startup"* – and check if it is working properly. See also *Chapter 5 "Post-installation steps"*.

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5 Post-installation steps

This chapter describes the access right settings (permissions) for TIS-Office program directories and folders so that all authorised users can work with TIS-Office.

You will also find brief descriptions of how to convert or update earlier database versions and information on re-installing the programme.

When the installation is complete, including any database conversions and updates, you should check the program and its most important functions.

For information on how to correct any errors please refer to *Chapter 9 "Frequently asked questions"*.

Where to find what

Chapter	Contents	Page
5.1	**Checking the installation**	**5–2**
5.2	**Shares and settings**	**5–3**
5.2.1	TIS-Office file and folder sharing tool	5-3
5.2.2	Checking shares and permissions	5-5
5.2.3	Setting shares and permissions manually	5-8
5.3	**Dongle access**	**5–9**
5.4	**Limited data and time formats**	**5–11**
5.5	**Upgrading-TIS-Office**	**5–12**
5.6	**Reinstalling TIS-Office**	**5–13**
5.7	**Uninstalling TIS-Office**	**5–13**

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5.1 Checking the installation

Check the whole installation. Besides checking shares and access rights (permissions), you should also start TIS-Office in demo mode and test the program's main functions.

Check list for checking the installation

Use the check list below to check the TIS-Office installation. You can also enter any particular events that have occurred.

Work carried out	✓
• Are connections to databases available? (Can you start TIS-Office?) **Comments:**	☐
• Have the company settings been checked and adjusted, e.g. time zone, language, company details? **Comments:**	☐
• Are all modules available in demo mode? **Comments:**	☐
• Has the KISCAN database been converted if necessary? **Comments:**	☐
• Have earlier TIS-Office databases been upgraded if necessary? **Comments:**	☐
• Is all data available after a program update and a (necessary) database conversion? **Comments:**	☐
• Can data be downloaded from a chip card or Downloadkey? **Comments:**	☐

Table 5-1: Check list for checking the installation

Tip

Print out this page for reference. You can then tick off the checks that have been carried out. Add any comments that are necessary to correct any errors.

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5.2 Shares and settings

After a TIS-Office stand-alone or Client installation you should check the security settings so that all users can access the data stored in TIS-Office. You must also check whether access by "non administrators", i.e. general users, is possible.

Tip

In Windows XP and Windows Vista, new folders may be automatically write-protected. You should therefore check whether TIS-Office folders are write-protected and remove the protection if necessary.

5.2.1 TIS-Office file and folder sharing tool

The "TIS-Office Permission" utility is used to share folders and entries in the registry file. These shares should be checked.

Condition

So that you can use the TIS-Office file and folder sharing tool you must have administrator rights or have permission to install programs. This depends on the current operating system settings.

Tip

If several users are to work with TIS-Office, you can create a user group, e.g. "TIS-Office User". In doing this, you will only have to set shares and configure security settings for this user group.

For information on how to set up user groups please refer to your operating system's online Help or the relevant documentation.

Follow these steps to set up shares and permissions for all TIS-Office users:

1 Place the TIS-Office CD-ROM into the corresponding disk drive.

Stop the installation if this has been started automatically.

Starting TIS-Office Permission.exe

2 Double-click on "Utilities/TIS-Office Permission Utility/TIS-Office Permission.exe".

A window will open.

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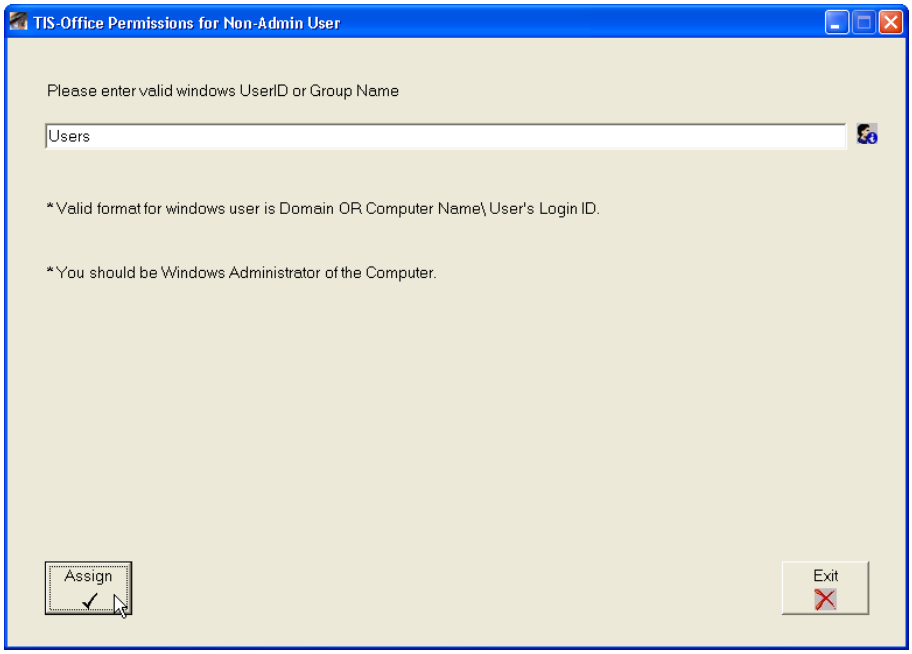
TIS-Office Permissions for Non-Admin User
Please enter valid windows UserID or Group Name
Users
*Valid format for windows user is Domain OR Computer Name\ User's Login ID.
*You should be Windows Administrator of the Computer.
Assign
Exit

3 Enter the designation of the TIS-Office user group or individual users and click on [Assign].

Enter the name of the new user, e.g. "JSmith". If you have set up TIS-Office user groups, enter the group name.

Shares and permissions must not be set for system administrators.

4 Confirm the message telling you to check the log file settings.

The log file is displayed automatically. Refer to *Chapter 5.2.2 "Checking shares and permissions"* from *page 5-5* and check the entries.

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5.2.2 Checking shares and permissions

Check whether the access rights (permissions) for all TIS-Office users are configured as described below:

Registry settings

All TIS-Office user must have the necessary access permissions.

- Check whether "Full Control" is set for the entry below in the registry editor:

  HKEY_LOCAL_MACHINE\SOFTWARE\Siemens VDO Trading.

- Check whether "Read" is set for the entries below in the registry editor:

  HKEY_LOCAL_MACHINE

  HKEY_LOCAL_MACHINE\SOFTWARE.

Tip

If reporting problems occur when working with TIS-Office, you should check these registry entries to find out whether all users have the necessary permissions.

Folder shares – Stand-alone and Client installation

Folder	Permission
Bin	Read
DBScripts	Read
Download	Full control
Export	Full control
Help	Full control
Icons	Read
IFS	Full control
Import	Full control
INF	Read
Logs	Full control
Optiscan	Full control
Resources	Full control
RFS	Full control
Temp	Full control
ToolboxBin	Read
XML	Full control
XML_Backup	Full control

Table 5-2: TIS-Office installation folder access permissions

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Important

For TIS-Office ToolBox you should create folders for database backups and restored database files, e.g. "Backup" and "Restore". These folders must be shared – both with the stand-alone and the Client installation.

Creating TIS-Office ToolBox folders

Create the TIS-Office ToolBox folders and assign the permissions below:

Folder	Stand-alone	Client	
	Security: All TIS-Office users	**Network shares**: All TIS-Office users	**Security**: All TIS-Office users
Backup	Full control	Full control	Full control
Restore	Read	Read	-

Table 5-3: TIS-Office ToolBox folders

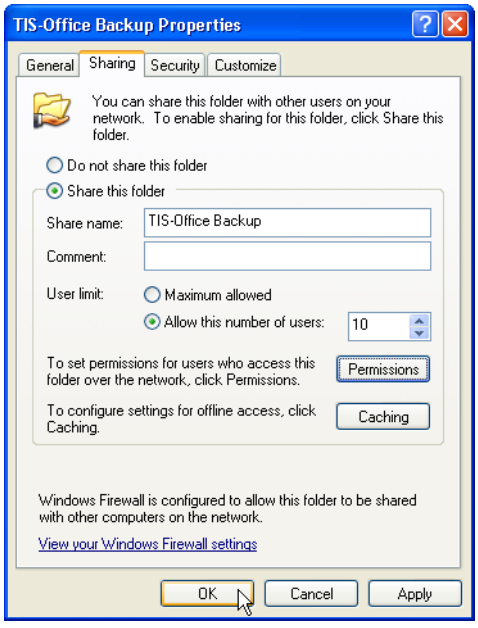
Follow these steps to share folders in the network and set up permissions:

1 **Start Explorer and select the TIS-Office folder that you want to share, e.g. "C:\Program Files\TIS-Office Backup".**

If you set the permission at a higher hierarchy level, it will be applied to all folders and files at lower levels.

2 **Open the properties dialogue box by selecting "Properties" from the shortcut menu.**

Sharing folders


TIS-Office Backup Properties
General
Sharing
Security
Customize
You can share this folder with other users on your network. To enable sharing for this folder, click Share this folder.
Do not share this folder
Share this folder
Share name:
TIS-Office Backup
Comment:
User limit:
Maximum allowed
Allow this number of users:
10
To set permissions for users who access this folder over the network, click Permissions.
Permissions
To configure settings for offline access, click Caching.
Caching
Windows Firewall is configured to allow this folder to be shared with other computers on the network.
View your Windows Firewall settings
OK
Cancel
Apply

3 **Select the "Sharing" tab:**

4 **Select "Share this folder" and enter the share name.**

5 **Click on [Apply] to save the settings.**

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6 **Click on [Permissions] to set the access permissions for the individual TIS-Office users.**

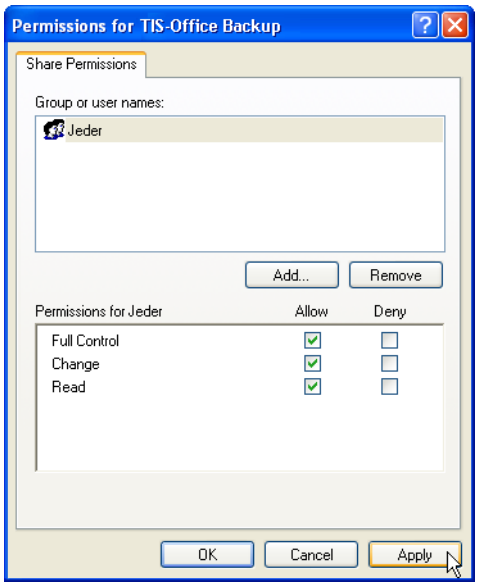
The **Permissions for TIS-Office Backup** dialogue box will open.

Tip

If you want to set permissions for individual users, click on **[Add]**, select the TIS-Office users and assign the relevant permissions.

Click on these buttons to navigate to the user list: **[Add]** > **[Advanced…]** > **[Search now]**.

Setting permissions



7 **Select the relevant check boxes to share the TIS-Office ToolBox folders as shown in the table on page 5–6.**

8 **Click on [Apply] to save the settings.**

9 **Close the dialogue box with [OK] when the permissions for all TIS-Office users are set.**

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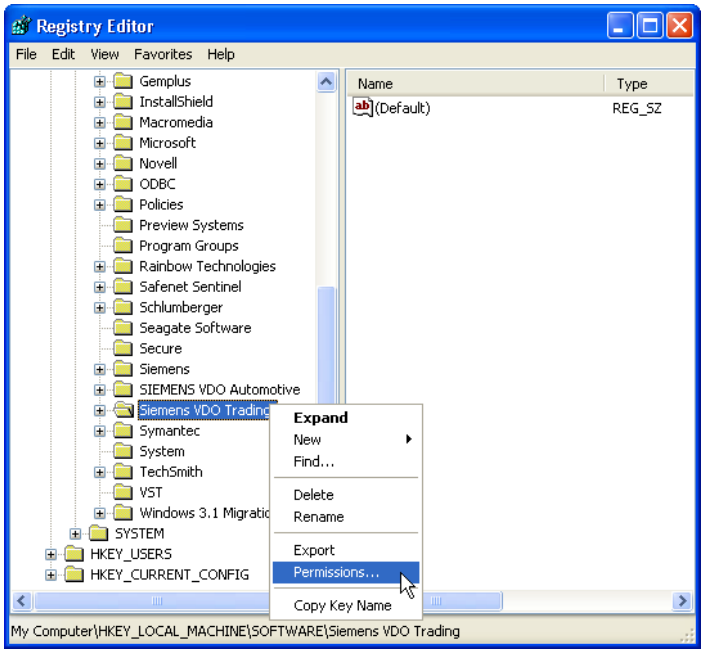
5.2.3 Setting shares and permissions manually

If you do not want to set shares or permissions using the TIS-Office tool, you can also configure the settings described in *Chapter 5.2.2 "Checking shares and permissions"* manually.

Follow these steps to set permissions in the registry editor:

1 **Select "[start] > Run…", type "regedit" and click on [OK].**

The registry editor will open.



2 **Select "HKEY_LOCAL_MACHINE > SOFTWARE > Siemens VDO Trading".**

3 **Select "Permissions..." from the shortcut menu and set "Full control" for all users.**

Important

In Windows 2000 open the **Run** dialogue box and enter **regedit32**. Select **HKEY_LOCAL_MACHINE** and expand the tree view as shown above.

In the menu bar, select **Security** > **Permissions...** to set the permissions.

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5.3 Dongle access

In Windows XP /Vista, the UDP port 6001 or 6002 must be opened so that TIS-Office can access the dongle. This port may be blocked by the Windows firewall or another Internet security tool, e.g. Symantec Norton Internet Security.

Follow these steps to open the UDP port:

1 Select

- **"[start]> Control Panel > Network and Internet Connections > Windows Firewall" to open the dialogue box of the same name in Windows XP.**

  The **Windows Firewall** dialogue box will open.

- **"[start] > Control Panel> Network and Internet Connections > Windows Firewall > Change settings" to open the "Windows Firewall Settings" dialogue box in Windows Vista.**

  The **Windows Firewall Settings** dialogue box will open.

Important

The following steps are based on Windows XP. They are, however, identical for Windows Vista.

2 On the "General" tab check that

- **"On (recommended)" is selected and**
- **the "Don't allow exceptions" check box is not selected.**

  Only if this check box is not selected can you define an exception for the dongle.

3 Switch to the "Exceptions" tab and check whether the "Sentinel Protection Server" check box is selected.

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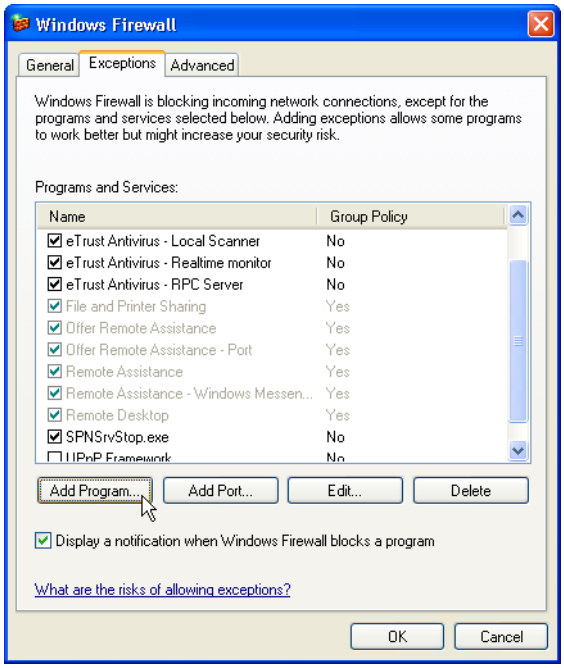


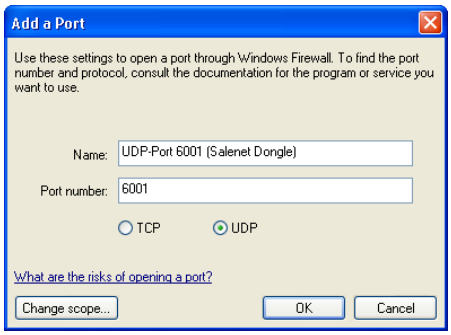
4 Select this check box, if necessary, and click on [OK].

The dialogue box will close. Please read *step 8* for more on this.

If the **Sentinel Protection Server** entry is not present, continue with*step 5*.

5 Click on [Add Port...] to open the "Add a Port" dialogue box.

The dialogue box will open.


Add a Port
Use these settings to open a port through Windows Firewall. To find the port number and protocol, consult the documentation for the program or service you want to use.
Name:
UDP-Port 6001 (Salenet Dongle)
Port number:
6001
TCP
UDP
What are the risks of opening a port?
Change scope...
OK
Cancel

6 Select "UDP" and type the

- **"Name": share designation, e.g. "UDP-Port 6001 (Safenet Dongle)" and**
- **"Port number": e.g. "6001" (but don't type the quotation marks) into the relevant boxes.**

7 Click on [OK] to save your entries and close the dialogue box.

The **Windows Firewall** dialogue box will open again.

8 Close the "Windows Firewall" dialogue box.

The port is now shared and TIS-Office can access the dongle.

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5.4 Limited data and time formats

TIS-Office uses the operating system's date and time formats. However, the program does not support all formats.

In the current TIS-Office version the limitations below apply:

Separators

Time	Date
. (dot)	**.** (dot)
: (colon)	**/** (slash)
	- (hyphen)

Table 5-4: Date and time separators

Formats

Time	Date
HH:mm:ss	dd.MM.yyyy
H:mm:ss	d. M. yyyy
H.mm	d.M.yyyy
HH.mm	dd/MM/yyyy
HH.mm.ss	d/MM/yyyy
H:mm	dd-MM-yyyy
H.mm.ss	d-M-yyyy
HH:mm	yyyy-MM-dd
h:mm:ss tt	yyyy.MM.dd
h.mm.ss tt	yyyy/ MM/ dd
hh:mm:ss tt	yyyy-M-d
	yyyy-MM-dd
	M/d/yyyy
	MM/dd/yyyy

Table 5-5: Date and time formats

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5.5 Upgrading-TIS-Office

Upgrade TIS-Office

You can upgrade TIS-Office without losing any data. The existing databases are upgraded while TIS-Office is being upgraded.

You must follow these steps:

- Backup your existing database, e.g. on an external storage medium.
- Install the new TIS-Office version.

Start TIS-Office and check the data, e.g. master data.

Important

If you have upgraded TIS-Office and want to use an earlier TIS-Office database version, you must update the database using TIS-Office ToolBox. To start ToolBox select **[start]** > **All Programs** > **TIS-Office** > **ToolBox 2**.

From KISCAN to TIS-Office 2

You can change from KISCAN to TIS-Office without losing any data. However, you must convert your KISCAN database to the TIS-Office database format.

You must follow these steps:

- Backup your KISCAN database, e.g. on an external storage medium.
- Install TIS-Office.
- Convert the KISCAN database.
- Start TIS-Office and check the data, e.g. master data.

Important

A complete description on how to migrate and upgrade databases can be found in the TIS-Office ToolBox User Guide.

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5.6 Reinstalling TIS-Office

The TIS-Office installation could fail. In this case, you should pay special attention:

- Delete any residues of an empty database created during installation; see *Chapter 3.1.3 "Searching for residues of uninstalled databases"* from *page 3-11*.
- What do you want to do with the existing database?
  - If you want to keep the existing database, you must not delete the corresponding folders. When installing TIS-Office, make a note of the message asking you whether you want to overwrite any databases found: Click on **[No]**.
  - Delete any folders and entries in the registry file if necessary. For further information please refer to *Chapter 3.1 "Database environment"* from *page 3-4*.
- Install TIS-Office as described in *Chapter 4 "Installing TIS-Office"* from *page 4-1*.

Then check the installation as described in *Chapter 5.1 "Checking the installation"* from *page 5-2*.

5.7 Uninstalling TIS-Office

Follow these steps if you want to uninstall TIS-Office and install the program on another computer for example:

1 **Select "[start] > Control Panel".**

2 **Double-click on "Add or Remove Programs".**

3 **Select "TIS-Office".**

The **[Change]** and **[Remove]** buttons will be displayed.

4 **Click on [Remove] to uninstall TIS-Office.**

You'll now be prompted to choose whether to remove the programme or not.

5 **Confirm the prompt with [Yes].**

! Important

It is advisable to restart the computer each time the program is uninstalled.

If you want to install the latest version, previous TIS-Office versions must not be removed.

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6 Startup

When installation is complete (stand-alone or Client/Server), you should check the most important functions.

Important

Check the permissions (access rights) for all installed folders and entries in the registry file; see also *Chapter 5 "Post-installation steps"*.

For information on how to correct any errors please refer to *Chapter 9 "Frequently asked questions"*.

Where to find what

Chapter	Contents	Page
6.1	**Startup**	**6–2**
6.1.1	Starting TIS-Office	6-2
6.1.2	Activating further modules (demo mode)	6-7
6.2	**Installing language files**	**6–11**
6.2.1	Adding a language	6-11
6.2.2	Assigning a language	**6–13**
6.2.3	Adding a Driver Letter language file	**6–15**

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6.1 Startup

When starting TIS-Office for the first time after installation, the "Basic" module will be activated in demo mode. To run further modules in demo mode and test them for a period of 40 days, enter the software keys included on the product CD.

Important

Please note that the "Scanner" module's functions are limited in demo mode. The scan process can only be simulated with stored chart images.

To use all the functions in TIS-Office without any restrictions, you must enter the licensed software keys. Please refer to *Chapter 7 "Licensing"*.

6.1.1 Starting TIS-Office

When starting the program for the first time, you will be prompted to confirm the "Basic" module's software key.

Follow these steps to start TIS-Office for the first time:

1 **Start TIS-Office by**

- **double-clicking on the TIS-Office icon on the desktop or**
- **selecting "[start] > All Programs > TIS-Office > TIS-Office 2".**

The TIS-Office dialogue box for entering the software key will open.

Important

This dialogue box will only open when starting the program for the first time after installation. You can open this dialogue box again later to enter further software keys; please refer to *Chapter 6.1.2 "Activating further modules (demo mode)"* from *page 6-7*.

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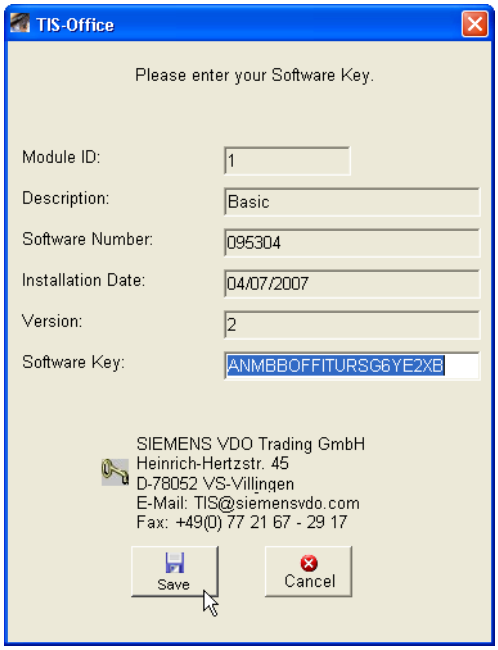
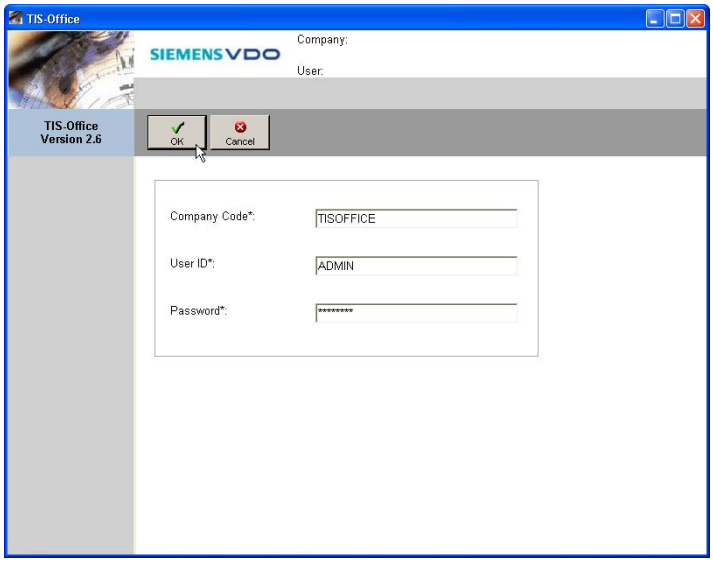


Demo mode

2 **Confirm the software key for demo mode or enter the licensed software key, if already received from your service partner.**

TIS-Office will start and the initial login screen will be displayed.



Initial login

3 **Check the default setting under**

– **"Company Code*:"**

Company code entered during installation, e.g. "TISOffice"; see *marginal note "Company code"* from *page 4-12*.

– **"User ID*:**

The default user name is **ADMIN**.

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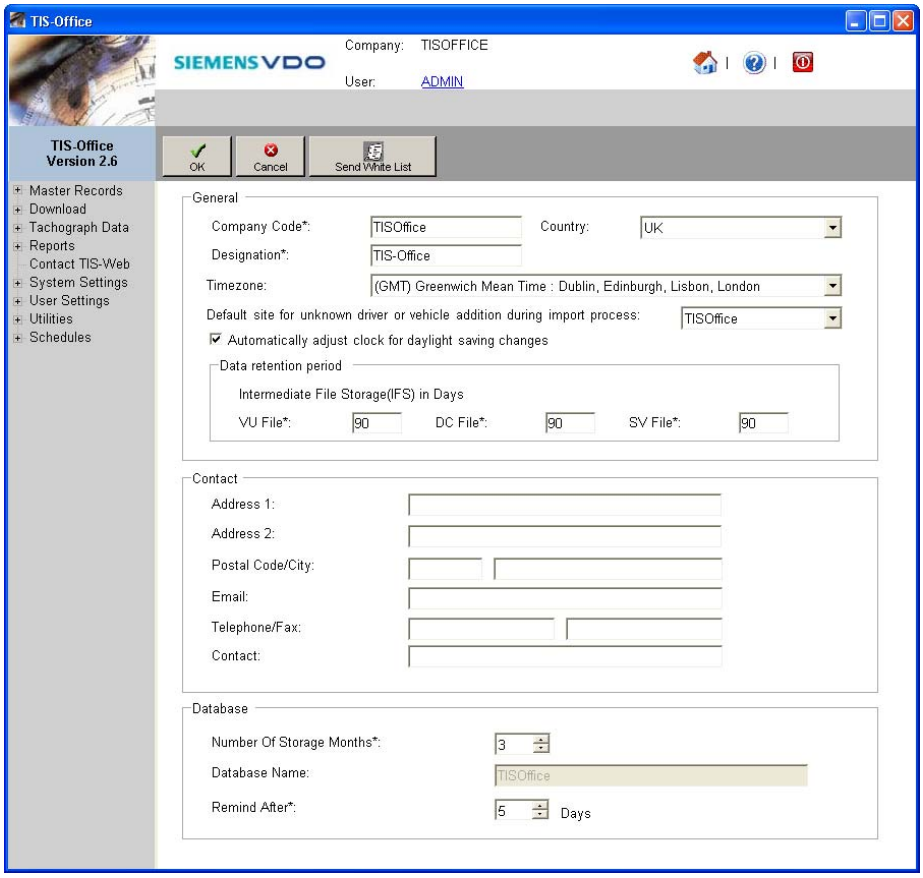
4 Enter the password "admin123" (do not type the quotation marks) and click on [OK].

The company details page will be displayed.

Company details



Important

Please check the mandatory fields very carefully and modify the data if necessary. This data will be displayed in the standard program window and printed on documents, e.g. on reports.

All fields marked with an **"*"** (asterisk) are mandatory.

Group box: General

Text box	Description
Company Code	This is the company code entered during installation to log on to TIS-Office.
Designation	Company designation, e.g. the name used on your official documents.
Country	These settings are taken from the operating system.
Timezone	Modify this data only if you want to create a new company located in another country with different time zone settings. The time zone setting affects imported DTCO data. Please make sure that it is absolutely correct. If the time zone is not correct, tachograph data may overlap.

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Text box	Description
Default site for unknown driver or vehicle addition during import process:	When importing DTCO data, unknown drivers and vehicles are created by default and assigned to the site selected here. The assignment can be modified in the master data at any time.
Automatically adjust clock for daylight saving changes	Time will be adapted automatically. Thus, tachograph data uploaded from the Downloadkey can be compared easily with data recorded on tachograph charts. Archived data will not be affected by this.
Data Retention Period	Intermediate file storage (IFS) in days for the files below: • VU: vehicle units • DC: driver cards • SV File: Siemens VDO specific data.

Important

TIS-Office Service first checks the IFS folder when starting the program and then every 30 seconds. The file dates are checked at program start. Depending on the set period, older files are deleted automatically.

Group box: Database

Number of Storage Months	Number of months during which the database cannot be compressed. The period starts from the date of the most recent chart. If, for example, the latest data record is dated 15.08., data can only be compressed until 14.05.
Remind after	The number of days (from the current date) when the user will be reminded to back up the database. A period between 0 and 60 days can be selected; the default setting is "5". If you select "0", no reminders will be generated. Once the specified time limit is reached, the system will keep sending reminders until the backup is made. Reminders will be displayed when starting the program and in the backup window.

5 Click on [OK] to save the data.

The Home page will be displayed.

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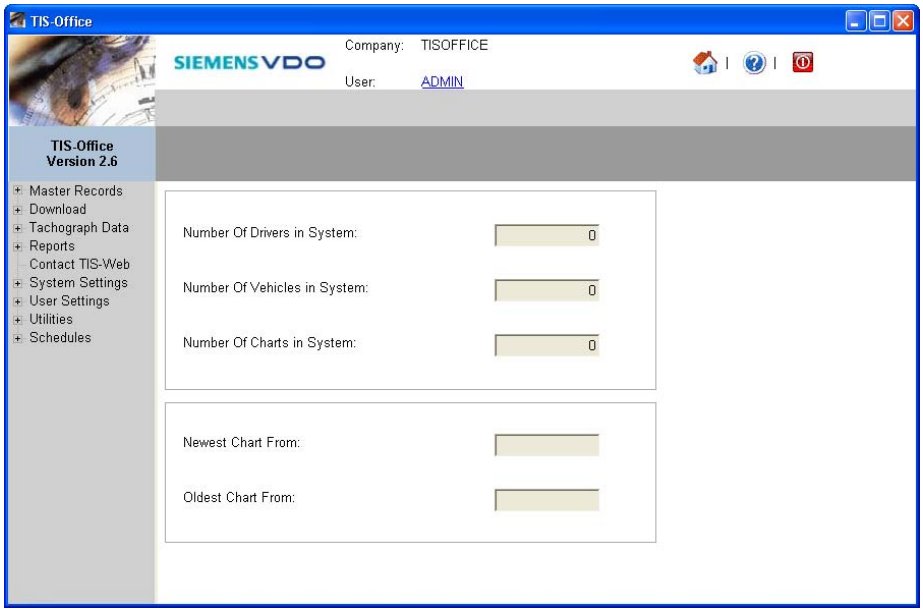

6 Select "Master Records" and enter your master data. Now you can start exploring TIS-Office's basic functions.

Select other functions and check whether data can be downloaded for example. Please refer to the "First steps…" manual on the product CD for basic information on how to use TIS-Office. More detailed information can be found in the program's Help.

If you want to test further modules, you must enter the relevant software keys; please refer to *Chapter 6.1.2 "Activating further modules (demo mode)"* from *page 6-7*.

Important

You can change the default dialogue language if you do not want to use the default setting selected during the installation; please refer to *Chapter 6.2 "Installing language files"* from *page 6-11*.

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6.1.2 Activating further modules (demo mode)

In demo mode you can work with "real" data and explore TIS-Office. Only the "Scanner" module's functions are limited. The data you have entered is still available if you license TIS-Office and the desired modules after a period of maximum 40 days.

Important

The "TIS-Office 2.x Demo Software-Keys.txt" file contains the software keys for activating the demo mode. You will find this file in the "Demo Keys" folder on the product CD.

For a summary of the modules and their functions please refer to the *marginal note "Module summary"* on *page 6-8*.

Important

The "Scanner" module includes test data that is stored in the database in the same way as real data.

Don't forget to delete this data when you have licensed TIS-Office and work with "real" data. This also applies to all data entered to test the program.

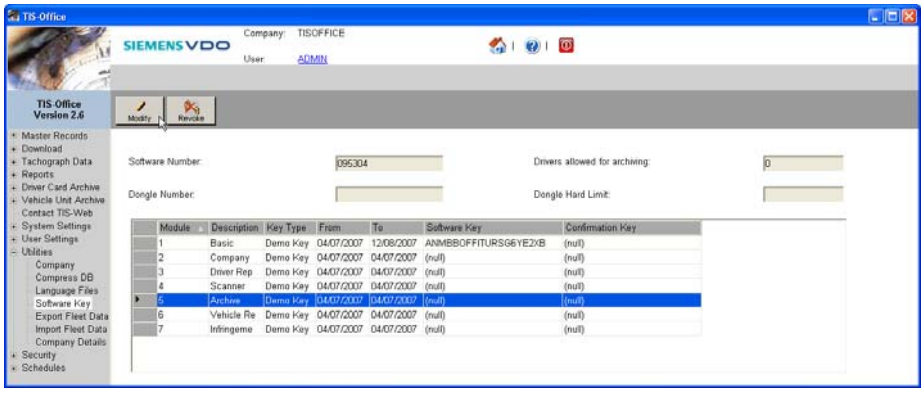
Follow these steps to enter a software key and activate the demo mode:

1 **Start TIS-Office and log on.**

See also the *marginal note "Initial login"* on *page 6-3*.

2 **Select "Utilities > Software Key".**

All the modules installed on the computer will be displayed.



3 **Select the module that you want to activate and click on [Modify].**

The **Software Key** dialogue box will open.

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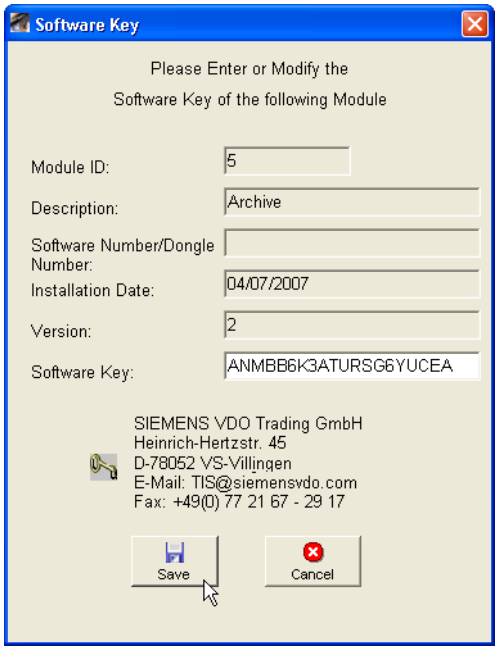

4 **Enter the software key for the selected module.**

The software key must be entered correctly without fail.

5 **Click on [Save] and confirm the message telling you that the software key has been saved successfully with [OK].**

The dialogue box will close.

6 **Repeat *step 3* to *step 5* for each module that you want to license.**

7 **Start TIS-Office again to update the menu area.**

Module summary

The modules offer the functions below:

Module	Function	
Basic	**Master Records**	Enter, modify and delete master data relating to: • drivers • vehicles • sites (with the "Basic" module, this is limited to one site).
	Download	Download tachograph data from driver card or from the Downloadkey and transfer this data.
	Importing data	Importing downloaded data for analysis.
	Summaries and Overviews	Create and view summaries and overviews: • fleets • drivers • chart details

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Module	Function	
Basic (continued)	**Recording tachograph charts**	Record tachograph chart data manually or using the VDO Chart Analyser.
	Driver Reports	• Daily Driver Activity Protocol (list of the daily activities of a driver in chronological order) • Detailed Driver Speed Protocol (driver-related daily summary of the vehicle speed recorded by the digital tachograph) • Driver List (complete list of all drivers belonging to the selected site or driver group)
	Vehicle Reports	• Daily Vehicle Activity Protocol (list of the vehicle's daily activities in chronological order) • Equipment List (summary of any additional equipment fitted to the vehicles assigned to the selected site or vehicle group) • Vehicle List (summary of all vehicles belonging to the selected site or vehicle group)
	Settings	• Currency units, measurement units, consumption and password • System information • Options for the Import Wizard – Evaluation (parameters for importing downloaded data for analysis) • Download operations (options for downloading data from driver cards and the Downloadkey) • Users (e.g. display options, file export and import directories, transport type) • Tachograph data (options for fleet and driver summaries and for recording tachograph chart data) • Reports (e.g. date format, speed protocol and download reminder options) • Contact TIS-Web (options for establishing a connection to TIS-Web, e.g. URL, User, Password, XML Directory) • Driver activities (abbreviated versions of activities in Driver Planner)
	System settings	• Access data of the logged on users • Company information • Compressing the database • TIS-Office language files • Software keys for activating the modules
	Schedules	Calendar showing a driver's working days, when he is on holiday or sick.

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Module	Function	
Archive	**Archive Reports**	• Driver Card Archive Summary • Driver Card Download Reminder • Driver Card Gap Overview • Driver Card Retrieval Protocol • Vehicle Unit Archive Summary • Vehicle Unit Download Reminder • Vehicle Unit Gap Overview • Vehicle Unit Retrieval Protocol
	Settings	• Options for the Import Wizard – Archive • Driver Card Archive • Vehicle Unit Archive
	Data handling	• Import download data into TIS-Office for archiving • Display and retrieve archived data of driver cards and vehicle units
Driver Reports	**Reports**	• Driver Activity Protocol • Driver Activity Special Period Protocol • Driver Activity Summary • Driver Event and Fault Protocol • Driver Missing Chart • Driver Tachograph Chart Summary • Activity Linear Graph
Vehicle Reports	**Reports**	• Detailed Vehicle RPM Profile • Detailed Vehicle Speed Profile • Detailed Vehicle Speed Protocol • Vehicle Activity Protocol • Vehicle Activity Summary • Vehicle Event and Fault Protocol • Vehicle Status Protocol
Company	**Master Records**	Enter, modify and delete master data relating to: • driver groups • vehicle groups
	Security reports	• List of Roles with Privileges • List of Users
	Reports	• Driver Activity Historical Protocol • Driver Group List • Vehicle Activity Historical Protocol • Vehicle Group List
	Export **Import**	Export and import master data.

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Module	Function	
	System settings	• Create users and modify their data. • Create user roles and edit permissions.
Scanner		• Scan tachograph charts • Edit scanner settings • Determine thresholds for tachograph chart data recorded by different tachograph types
Infringement	**Settings**	• Infringement report options • Driver Letter texts
	Infringement reports	• Driver Fault and Infringement Graph • Driver Infringement Report • Driver Letter • Driver Overspeeding Protocol • Vehicle Overspeeding Protocol

6.2 Installing language files

You can select the user interface language for each user that has access to TIS-Office. To do so, you must add the corresponding language file if necessary, and then assign the language to the user.

Important

By default, the English language file is installed together with TIS-Office. If you select another language during installation, e.g. German, this language file will be installed too.

6.2.1 Adding a language

Follow these steps to add a new language file:

1 **Save the new language file in a directory on your computer, e.g. "C:\NL" for Dutch.**

2 **Start TIS-Office by**

- **double-clicking on the TIS-Office icon on the desktop or**
- **selecting "[start] > All Programs > TIS-Office > -TIS-Office 2".**

The Home page will be displayed.

3 **Select "Utilities > Language Files".**

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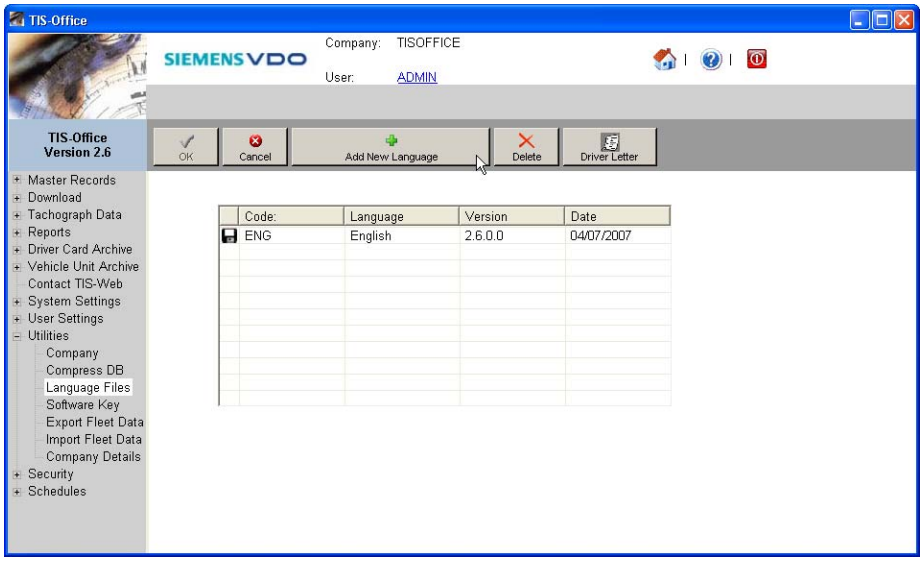

4 Click on [Add New Language].

The **Add New Language** dialogue box will open.

5 Enter the data as described below:

- **"Code" list box: select the language code**
- **"Language Description*" box: enter a description, e.g. "Dutch"**
- **"Language File Path*" list box: select the language file, e.g. "C:\NL\TISOfficeResources.nl-NL.txt".**

All fields must be filled in.

6 Click on [OK] to continue.

The dialogue box will close.

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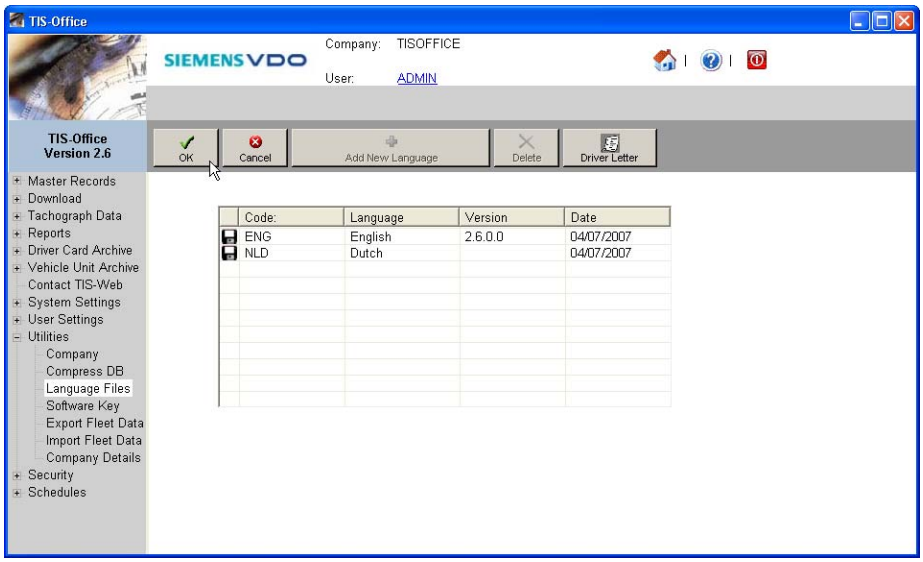

7 **On the TIS-Office language page click on [OK] to save the settings.**

8 **Confirm the message to update the database with [OK].**

To apply the new language you must assign it to the specific user; please refer to *page 6-13*.

6.2.2 Assigning a language

Condition

You must be logged on to TIS-Office with the user to whom you wish to assign a language.

Follow these steps to assign a new language:

1 **if you haven't already done so, log on to TIS-Office with the user to whom you wish to assign a language.**

2 **Click on the link User name (in this case, ADMIN).**

The user details page will be displayed.

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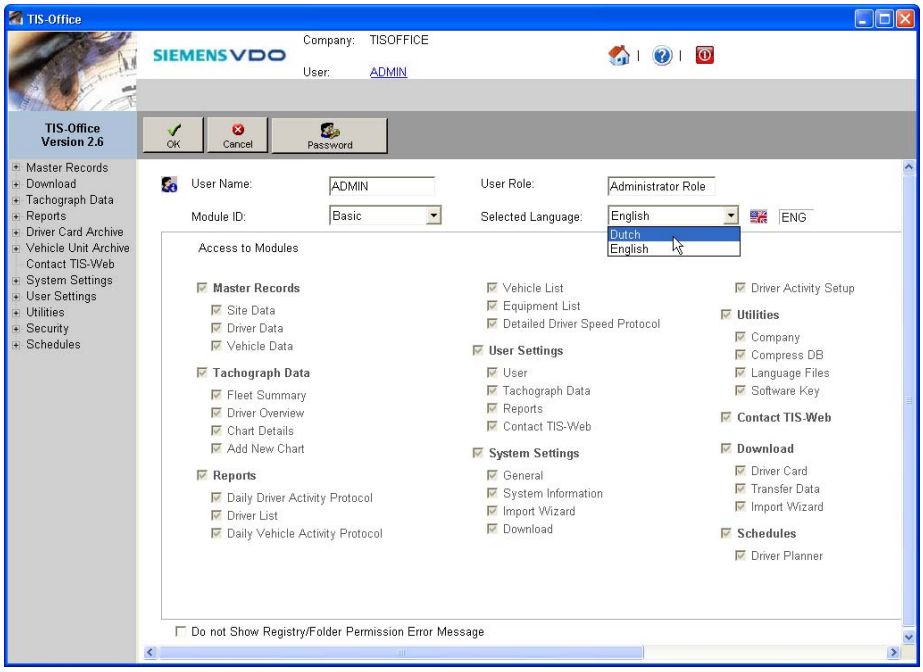

3 Select the language.

Tip

If you do not find the appropriate language, it has not yet been installed. Please refer to *page 6-11*.

4 Save your settings with [OK] and confirm the database update message with [OK].

The system will display the new language directly.

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6.2.3 Adding a Driver Letter language file

Important

The **Driver Letter** function is only available if the "Infringement" module has been activated.

Follow these steps to add a new Driver Letter language file:

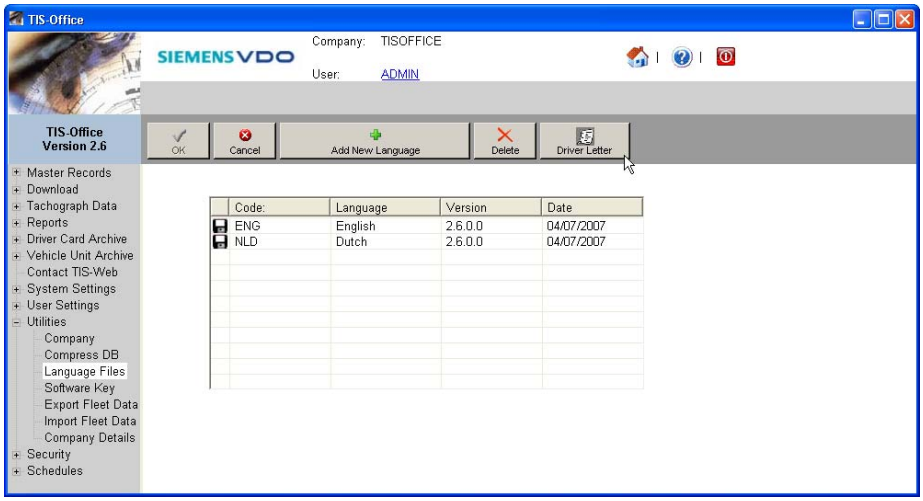
1 **Save the new language file in a directory on your computer, e.g. "C:\NL" for Dutch.**

2 **Start TIS-Office by**

- **double-clicking on the TIS-Office icon on the desktop or**
- **selecting "[start] > All Programs > TIS-Office > -TIS-Office 2".**

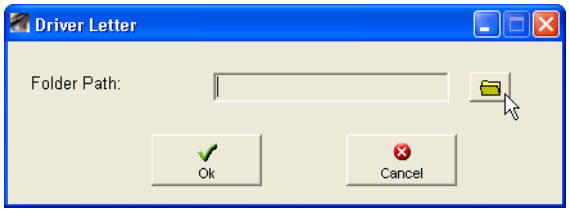
The Home page will be displayed.

3 **Select "Utilities > Language Files".**



4 **Click on [Driver Letter].**

The **Driver Letter** dialogue box will open.



5 **Click on the button to the right of the "Folder Path" box to select the folder where the language file is saved.**

The **Browse for Folder** dialogue box will open.

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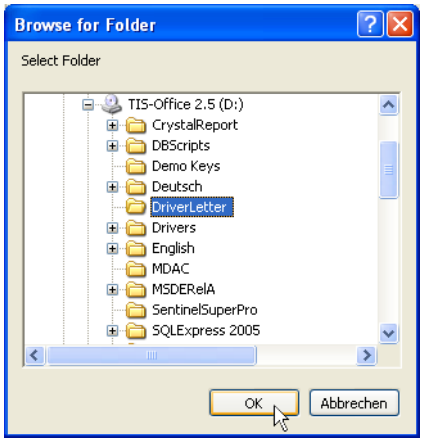

6 Select the folder and click on [OK].

The dialogue box will close and the path is displayed under **Folder Path**.

7 Click on [OK] and confirm the message telling you that the database will be updated with [OK].

The Driver Letter language file has now been installed.

You can check this by selecting **System Settings** > **Infringement** > Tab: **Driver Letter** and the corresponding language selection.

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7 Licensing

TIS-Office modules are permanently activated using software licences (software keys). A licensed software key is sufficient to activate the "Basic" module. For all other modules a dongle (copy protection) must be connected too.

Please contact your service partner to apply for software licences. You will have to provide him with the necessary information. He will then send you the licensed software keys.

Condition

You will also need a dongle (copy protection) to license the modules.

If a dongle is connected, the relevant port must be opened and not be blocked by the firewall; please refer to *Chapter 5.3 "Dongle access"* from *page 5-9*.

Important

Please note that the "Basic" module enables you to manage one company (database) and one site.

With each "Company" module you can create one company and five sites.

Example: If you want to manage three companies and 9 sites, you will need

- one "Basic" module (one company and one site) and
- two "Company" modules (two companies and ten sites).

This means that you can manage a maximum of three companies and eleven sites.

Where to find what

Chapter	Contents	Page
7.1	Applying for licences	7–2
7.2	Licensing modules	7–4

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7.1 Applying for licences

Your service partner will send the completed form to Siemens VDO Trading GmbH. You will have to provide him with the information below:

- Software number
- Dongle number (if already available)
- Designation of the required modules
- Number of concurrent TIS-Office users
- Number of companies (databases)
- Number of sites
- Number of users for the "Scanner" module

Then enter the licences (software keys) you receive into TIS-Office; please refer to *Chapter 7.2 "Licensing modules"* from *page 7-4*.

Licensing procedure

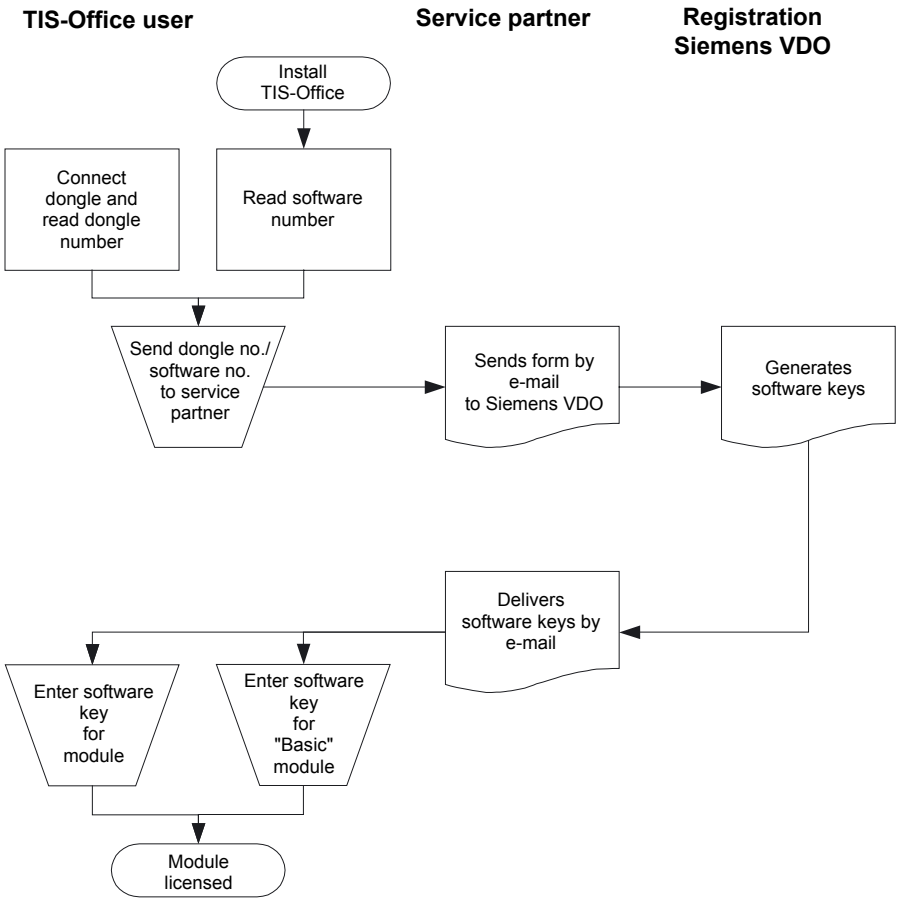
TIS-Office user
Service partner
Registration Siemens VDO
Install TIS-Office
Connect dongle and read dongle number
Read software number
Send dongle no./ software no. to service partner
Sends form by e-mail to Siemens VDO
Generates software keys
Delivers software keys by e-mail
Enter software key for module
Enter software key for "Basic" module
Module licensed

Fig. 7-1: Summary of licensing procedure

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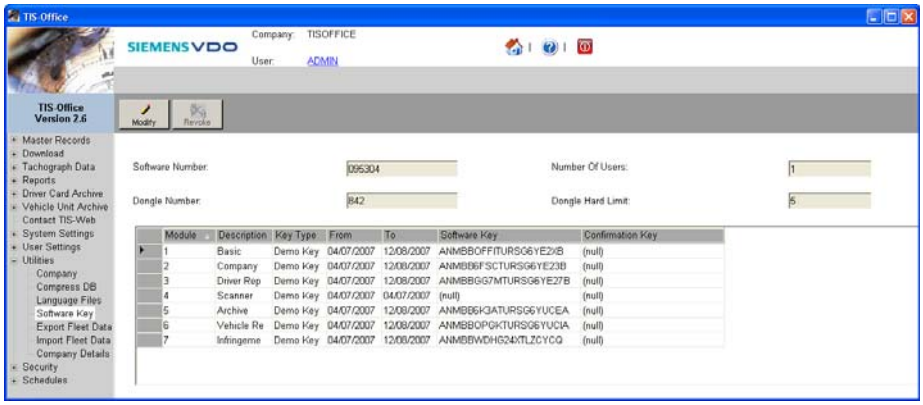
Follow these steps to find the information needed for licensing:

1 Start TIS-Office and select "Utilities > Software Keys".

The page for software key entry will be displayed.

The software number is displayed in the field of the same name. This number is generated during installation.



2 Send this number to your service partner.

3 If you want to license modules other than the "Basic", also send the dongle number (if already available) to your service partner.

4 To do this, connect the dongle to the computer.

The dongle number is displayed in the field of the same name (as illustrated above).

Important

You will also find this number on the dongle e.g. "S/N": 00349“.

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7.2 Licensing modules

In demo mode you can work with "real" data and explore TIS-Office. Only the "Scanner" module's functions are limited. The data you have entered is still available when TIS-Office and the desired modules are licensed. Please note that after a period of 40 days you can no longer access the data.

Condition

To license the modules the dongle (copy protection) must be connected to the computer on which the stand-alone version is installed or to the server computer.

Software keys need not be entered if you have installed a new TIS-Office software version (update).

Tip

Back up the TIS-Office database and save the backup file. To do this, start TIS-Office ToolBox and select the "Backup" function. You will find a detailed description of the steps to follow in the ToolBox User Guide.

Before licensing the program, delete all "virtual" data that you have entered to test and explore TIS-Office. This applies in particular to any test data stored for the "Scanner" module.

Follow these steps to enter a licensed software key:

1 **Connect the dongle to a free USB port if you want activate further modules – in addition to the "Basic" module.**

The dongle must always be connected when using licensed TIS-Office modules. Please also refer to *Chapter 2 "Requirements"*.

Important

The following section describes the steps for licensing the "Basic" module and any other modules. The only difference is that the "Basic" module does not require a dongle.

2 **Start TIS-Office and log on as usual.**

3 **Select "Utilities > Software Key".**

All the modules installed on the computer will be displayed.

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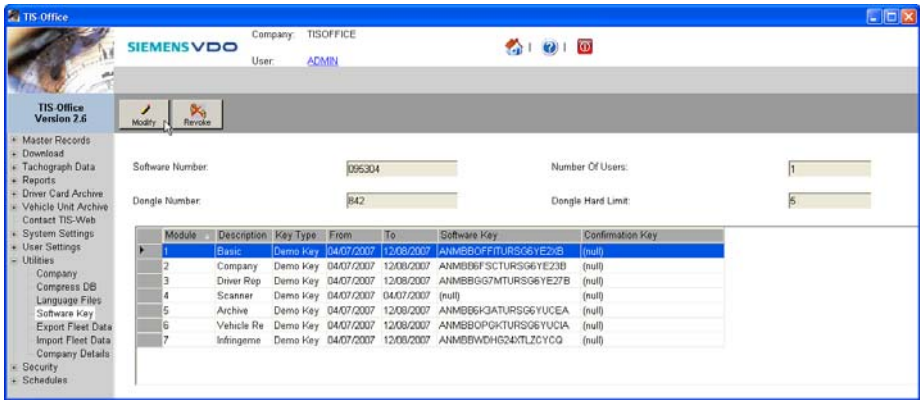
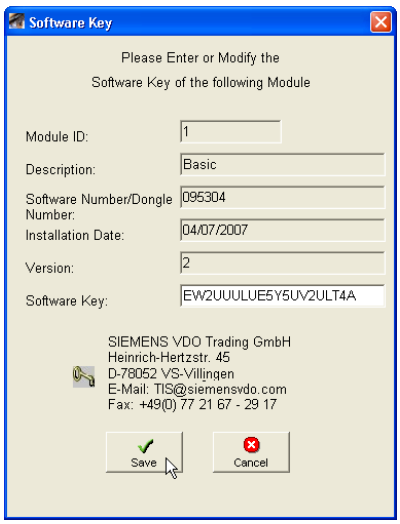


4 Select the module that you want to license and click on [Modify].

The **Software Key** dialogue box will open.

Please remember to connect the dongle before licensing modules 2 to 7.



5 Enter the software key for the selected module.

The software key must be entered correctly without fail.

6 Click on [Save] and confirm the message telling you that the software key has been saved successfully with [OK].

The dialogue box will close.

7 Repeat *step 4* to *step 6* for each module that you want to license.

8 Start TIS-Office again to update the menu area.

Checking the licensed program

Check the program to make sure that all the required functions are available.

Important

The "Scanner" module includes test data that is stored in the database in the same way as real data.

Don't forget to delete this data when this module is licensed. This also applies to all the data entered to test the program.

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8 Utilities

8.1 Exporting tachograph data

With TIS-Office, you can export the tachograph data to a text file by means of a batch process at definable intervals – this means you can perform further editing, in a program like Microsoft Excel, for instance.

To do this, you must

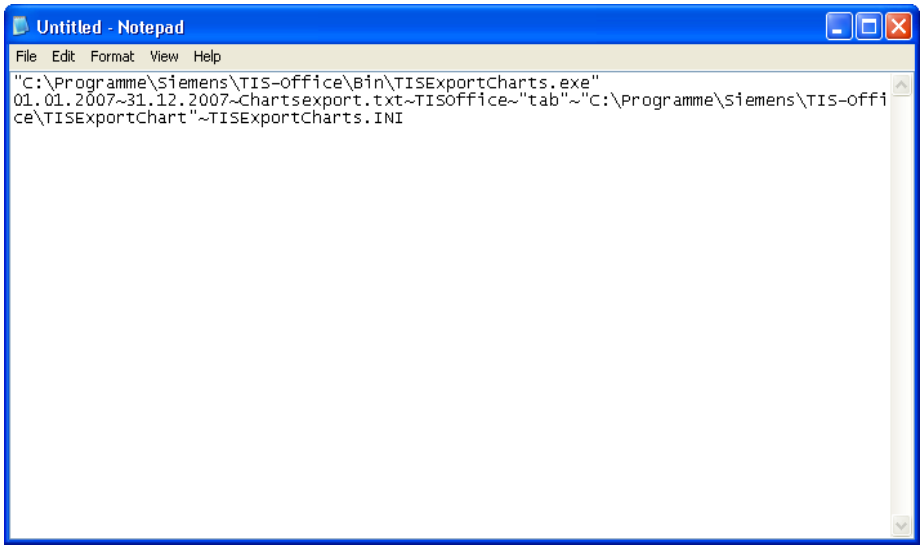
- create a batch file and
- schedule it in Windows Task Scheduler.

Condition

Data can only be exported from tachograph chart if the "Company" module has been activated.

Follow these steps to create the batch file and schedule the task:

Starting the Notepad 1 **Select "[start] > All Programs > Accessories > Notepad" to open the program for creating text files (*txt).**



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2 Enter the following syntax in accordance with this example.

The syntax must be in the following form:

"Directory in which the TISExportCharts.exe file is stored" Start date ~ End date ~ File name ~ Database ~ Separator ~ "Directory in which the Export file should be saved" ~ TISExportCharts.INI

Example:

- By default the file TISExport.exe is stored in the **"C:\Program Files\Siemens\TIS-Office\Bin"** directory.
- Let's say you want to export the data for the period from **01.01.2007** to **31.01.2007**.
- The name of the export file is e.g.**Chartsexport.txt**.
- The data from the **TISOffice** company database is to be exported.
- The **";"** (semicolon) is to be used as a separator.
- The export file is to be stored in the **"C:\Program Files\Siemens\TIS-Office\TISExportChart"**directory.

For this example, you must enter the following syntax to the letter:

"C:\Program Files\Siemens\TIS-Office\Bin\TISExportCharts.exe" 01.01.2007~31.01.2007~Chartsexport.txt~TISOffice~;~"C:\Program Files\Siemens\TIS-Office\TISExportChart"~TISExportCharts.INI

Important

The start date and end date parameters must be entered using the same date format which is set in the operating system's Regional and Language Options. If this is set to dd/MM./yyyy, for example, then you should enter 01/01/2007. See "**[start]** > **Control Panel** > **Regional and Language Options** > tab: **Regional Options** > **[Customise]** > (**Customize Regional Settings** dialogue box) tab: **Date".**

You must separate the individual parameters with a "tilde" (**~**).

Important

The **TISExportCharts.INI file** will be stored in the "TISExportChart" folder during TIS-Office installation.

Tip

In order to achieve the latest status each time the export file is created, enter 1st January as the start date and a future date as end date, e.g. 31st December of the current year.

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Parameter	Description
Start date	The date from which the tachograph charts data is to be exported. Enter 01.01.07 if you wish to export the current year's (2007) data.
End date	The date up to which the tachograph charts data is to be exported. Enter 31.12.2007 if you wish to export the current year's (2007) data.
File name	The name of the text file to be created; e.g. "Chartexport.txt".
Database	The name of the company database from which the data is to be exported.
Separator	A character by means of which individual columns in the text file are separated. Possible separators: • , • ; • #
Directory	The directory in which the created text file is stored.
TISExportCharts.INI	The name of the file in which the data to be exported is defined; also refer to *Chapter 8.1.1 "Structure of the export file"* from *page 8-7*.

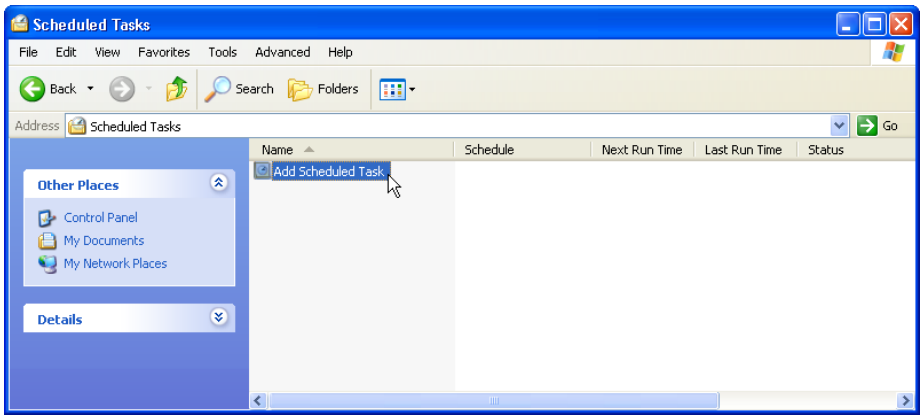
3 **Save the file under the name "TISExportCharts.bat" in the "TISExportChart" folder in the installation directory of TIS-Office.**

4 **Close the notepad.**

Task Scheduler

5 **Start the Task Scheduler by clicking on "[start] > Control Panel > Scheduled Tasks".**

The **Scheduled Tasks** window will be displayed.



6 **Double-click on "Add Scheduled Task".**

The Scheduled Task Wizard will now start.

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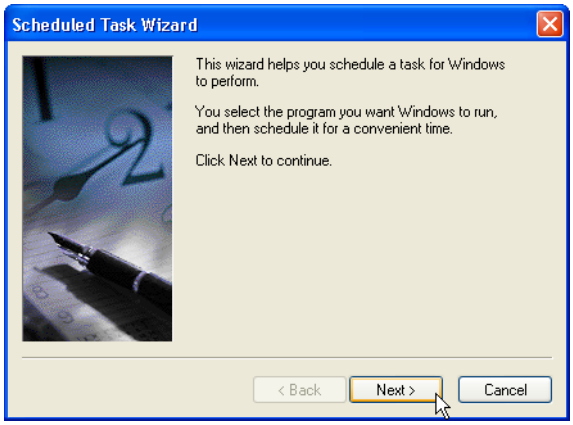
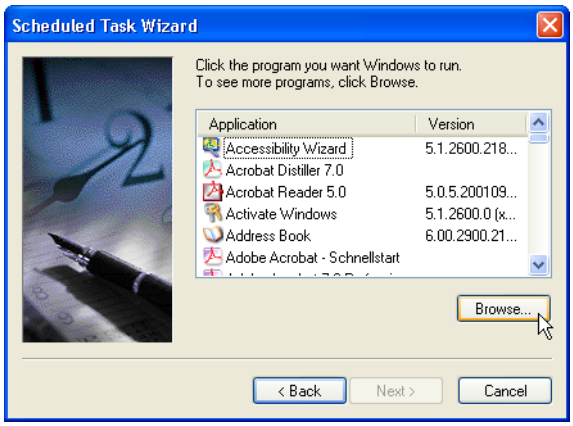

Scheduled Task Wizard
This wizard helps you schedule a task for Windows to perform.
You select the program you want Windows to run, and then schedule it for a convenient time.
Click Next to continue.
< Back
Next >
Cancel

Selecting the file

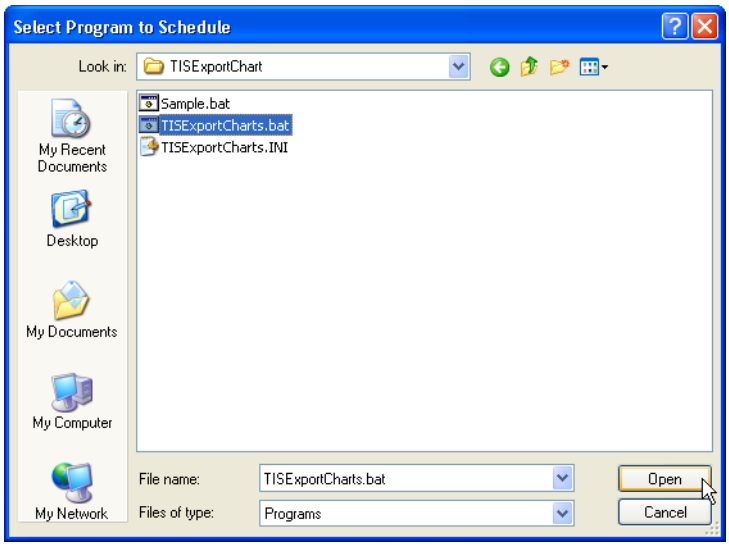
7 Click on [Next>].

The file selection dialogue box will open.



8 Click on [Browse...].

The **Select Program to Schedule** dialogue box will open.



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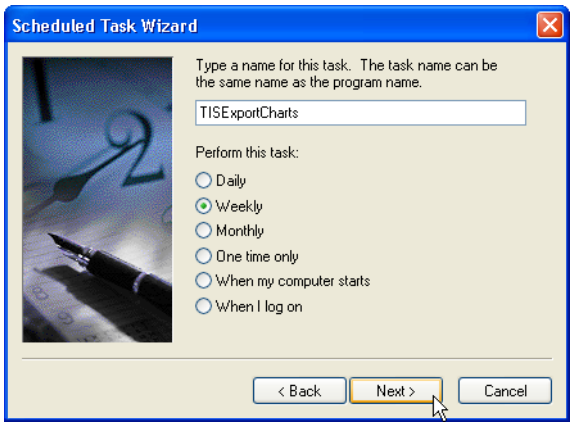
9 **Go to the "TISExportChart" folder in the TIS-Office installation directory, select the "TISExportCharts.bat" file and click on [Open].**

The **Scheduled Tasks Wizard** will be displayed, with the options for performing the task.



Task name

10 **Change the task name (if required) and choose the time period during which the task should be performed, e.g. "Weekly" and click on [Next >].**

If you selected

- the **When I log on** option, you will be prompted to enter the name of the user whose account will be used to perform the task.

  Continue with *step 12*.

- one of the other options, the further options will be displayed when the task starts.

Start time

11 **Now set the time at which you want the task to be performed and click on [Next>].**

You will now be prompted to enter the name of the user whose account will be used to perform the task.

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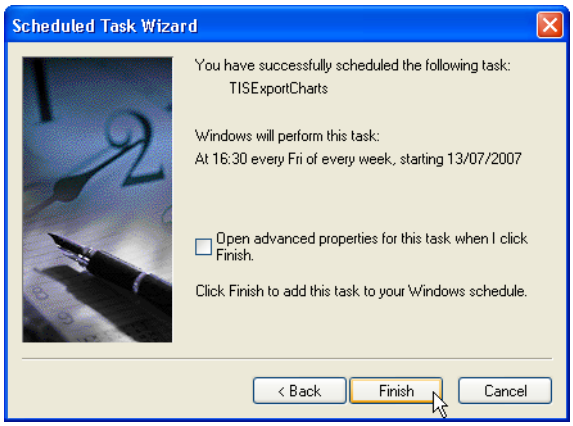
Scheduled Task Wizard
Enter the name and password of a user. The task will run as if it were started by that user.
Enter the user name:
User Name
Enter the password:
Confirm password:
If a password is not entered, scheduled tasks might not run.
< Back
Next >
Cancel

Important

You must choose a user who has administrative rights, otherwise the export file and the log file cannot be created.

12 Enter the relevant user name and click on [Next >].

The **Scheduled Tasks Wizard** will now display a summary of the task and its details.


Scheduled Task Wizard
You have successfully scheduled the following task:
TISExportCharts
Windows will perform this task:
At 16:30 every Fri of every week, starting 13/07/2007
Open advanced properties for this task when I click Finish.
Click Finish to add this task to your Windows schedule.
< Back
Finish
Cancel

13 Click on [Finish] to add the task to your Windows schedule.

The **Scheduled Tasks** window will be displayed, with the new task.

The tachograph chart data will now be exported into a text file at the defined point in time (or at the times you selected).

Important

If an error of any kind occurs during the creation of the export file, the details of the error will be logged in the **TISExportCharts.log** file in the TIS-Office log folder.

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8.1.1 Structure of the export file

If you have not made any changes to the "TISExportCharts.INI" file, the content of the export file could look like this (if you selected the semicolon as your separator):

12.07.2007 ; "Emil" ; "Bauer" ; "" ; "SV-DO 22" ; "" ; ; ; "13:10" ; "13:16" ; 2 ; 1 ; 1 ; 1

Important

Please note two points here. If, between two separators,

- "" is displayed, this refers to master records for which no entries are available in TIS-Office; e.g. driver code.
- is displayed, this refers to variable data for which no entries are available in TIS-Office; e.g. odometer reading at start of activity.

Column	Description
1	Date of activity
2	Driver's first name
3	Driver's surname
4	Company code. Company-specific number for the driver.
5	Registration number of the vehicle
6	Chassis number of the vehicle
7	Odometer reading at start of activity. Details in kms or miles in accordance with TIS-Office settings.
8	Odometer reading at end of activity. Details in kms or miles in accordance with TIS-Office settings.
9	Time at which the activity began.
10	Time at which the activity ended.
11	Number of activity: • **1** = Driving time • **2** = Active • **3** = Passive • **4** = Rest time.
12	Card slot in which the driver card was inserted: • **1** for Driver 1 • **2** for Driver 2.

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Column	Description
13	Details of whether the vehicle was driven in one-driver operation or team operation. • **1** for one-driver operation • **2** for team operation. The value "0" is designated for data which originates from an analogue TCO.
14	Details of whether the driver card was inserted or not. • **1** for inserted • **2** for not inserted. The value "0" is designated for data which originates from an analogue TCO.

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8.2 TIS-Office Odometer Repair Utility

Until the TIS-Office 2.4 program version, odometer readings were taken from driver cards. In some cases, this led to misinterpretations. From TIS-Office 2.5, odometer readings will be taken only from mass memory files. Here the odometer readings are assigned to tachograph charts that have already been filed, or kept in a buffer for 90 days, assigned to newly added tachograph charts and saved.

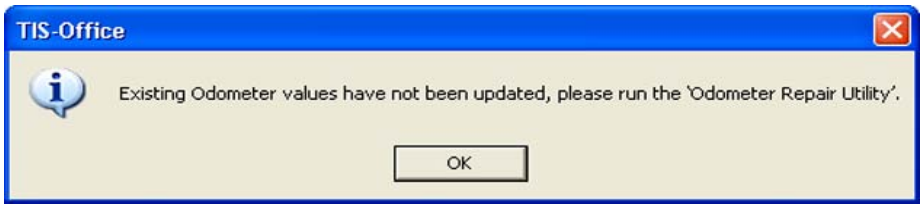
Important

With the installation of TIS-Office 2.6, all existing odometer readings of every digital tachograph chart are deleted during conversion of the database from version 2.4 or earlier on version 2.6.

With the help of the Odometer Repair Utility, these odometer readings can now be recreated, based on mass memory files in the IFS folder or in the archive.

Starting TIS-Office

When TIS-Office 2.6 is started, the program detects whether the Odometer Repair Utility has already been used on that particular database. The following message informs the user that updating of the odometer readings has not yet taken place.



Important

Close TIS-Office before starting the Odometer Repair Utility.

Follow these steps to transfer the odometer readings from successfully archived vehicle download data to the evaluation of driver card data.

1 **Insert the TIS-Office product CD into the relevant disk drive.**

Stop the installation if this has been started automatically.

Important

The Odometer Repair Utility is only available in English – and it can only be called up once on the TIS-Office Server.

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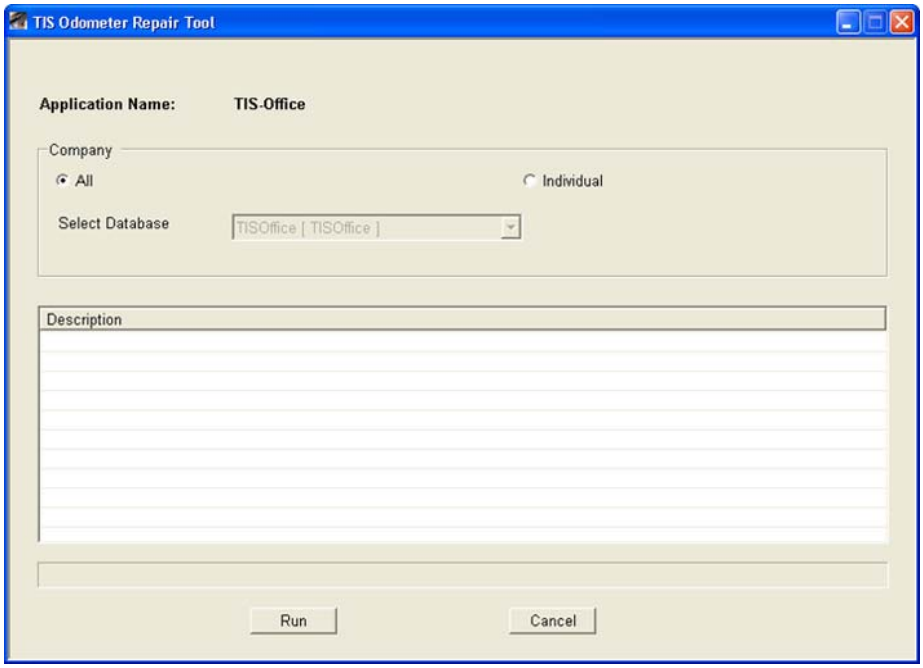
Starting the TIS-Office Odometer Repair Utility

2 **Double-click on "Utilities/TIS-Office Odometer Repair Utility/TIS-Office Odometer Repair Utility.exe".**

The window of the same name will open.

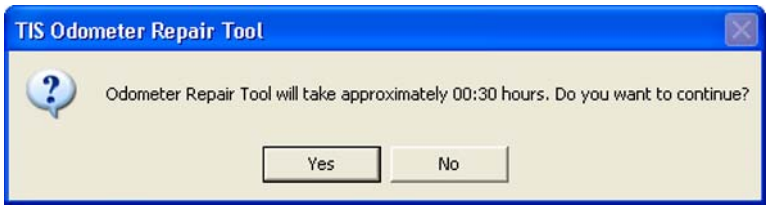


3 **Select the database for which the odometer readings are to be updated.**

Here you can select **All** to update all TIS-Office company databases at one time. Select the **Individual** option to choose individual company databases.

4 **Click on [Run] to start correction of the odometer readings.**

A dialogue box will now open in which you can see the approximate timespan the procedure will take.



5 **Click on [Yes] to start the correction procedure.**

The correction procedure is displayed in the "Description" area.

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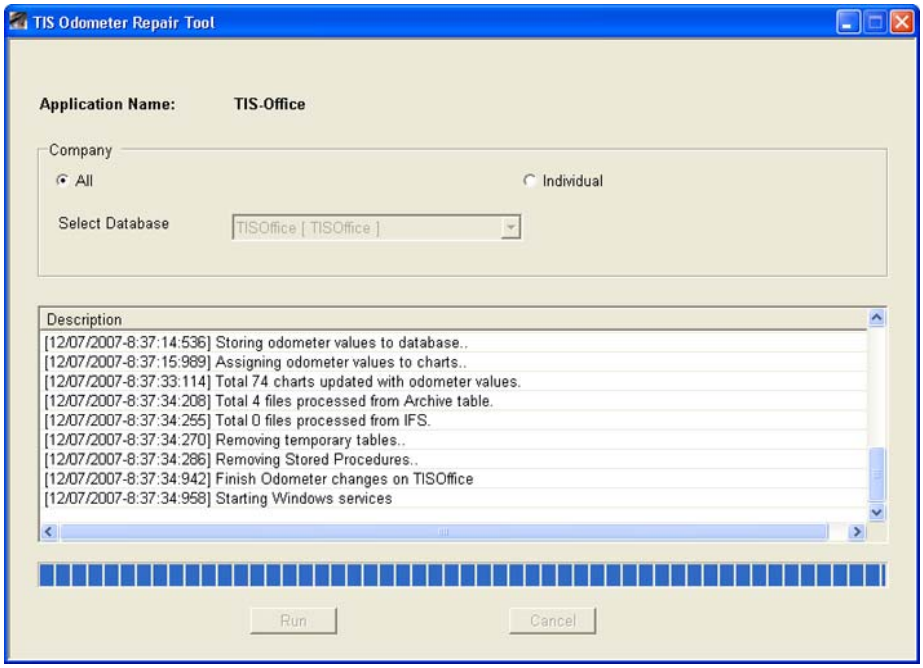
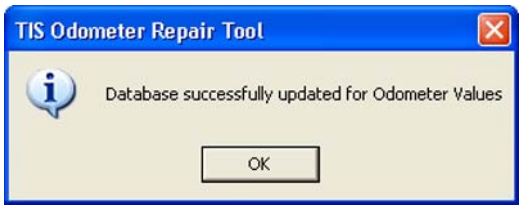


When the procedure is complete, a message will be displayed that the odometer readings have been updated successfully.



6 Confirm the message with [Yes].

The various steps of the data transfer are documented in a log file. You'll find these log files in the installation directory of TIS-Office at "..\vuodometer\Logs".

Important

In the example above, 74 existing digital tachograph charts have been corrected. 4 archived mass memory files were used to this end. No mass memory file from the IFS folder was used.

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9 Frequently asked questions

Keyword	Topic
Installation is cancelled	**The TIS-Office installation routine is cancelled repeatedly and a message is displayed telling you that installation is not complete and that the system must be restarted.** On some notebooks on which Windows XP is installed, an entry in the registry file prevents programs from being installed: **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager\PendingFileRenameOperations**. In this case proceed as follows: • Safe a backup from the registry file. • Prior to installing TIS-Office, search for the above mentioned registry entry. To do this, **[start]** > **Run …** and enter **regedit** or **regedit32** (Windows 2000). • Delete the entry **PendingFileRenameOperations** in the registry file editor. Do not restart the computer! • Install TIS-Office as described in this manual.
Installation program	**The "Access Denied" error message is displayed repeatedly during setup.** Please check whether the user logged on to Windows has "administrator rights" on the computer on which the software is to be installed.
Sharing	**How can I find out whether I am entitled to install programs?** Click on **[start]** > **Control Panel** > **User Accounts**. If your user account is displayed as a **restricted account**, you cannot install any programs. If you don't have the necessary permissions, setup will not run. In this case, you should contact the person who installed the programs on your computer and configured the system.
Crystal Reports	**Crystal Reports displays an error message during installation.** If Crystal Reports is already installed on your computer, an error message can be displayed telling you that the "Remote Procedure Call" service is not ready. • Select **[start]** > **Control Panel** > **Administrative Tools**. • Double-click on **Services** and check the service. • Start the service and reset the Start Type to **Automatic** if necessary. See also the *marginal note "Stopping instances"* from *page 3-10*.
Installing .NET / Crystal Reports separately	**The installation of .NET Framework or Crystal Reports has failed. Can I install these programs separately?** Yes, you can. Start "setup.exe" directly from the TIS-Office product CD. Do not copy the setup file into a local folder. The setup file (file suffix "exe") can be found in the relevant folders. • Crystal Reports • VS.Net2003\DOTNETFRAMEWORK.

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Keyword	Topic
MDAC	**How can I find out which MDAC version is installed?** If the installed MDAC version is not correct, an error message will be displayed when installing TIS-Office telling you that the server connection cannot be established. In the "Tools" folder on the TIS-Office product CD you will find the "MDAC Version checker.exe" file – use it to check which MDAC version is installed. Double-click on the utility to install it. The current MDAC version is available in the "MDAC" folder on the TIS-Office product CD. You can install it directly from this location.
Starting TIS-Office	**TIS-Office has been installed successfully but the program does not start.** There could be several reasons for this. • The MSDE service is not running; see *Chapter 3.2.3 "SQL Server Configuration Manager"* from *page 3-17*. Make sure that the Start Type is set to "automatic" for all users. • You don't have the necessary access rights. Please refer to *Chapter 5.2 "Shares and settings"* from *page 5-3*. • .NET Framework is not installed correctly. Install .Net Framework again, -> *marginal note "Installing .NET / Crystal Reports"*.
Reinstallation	**I want to reinstall SQL Server 2005 or TIS-Office, but the installation program displays an error message relating to the files to be copied.** Please uninstall SQL Server 2005 Express/ TIS-Office and restart the computer before running setup again. For more details please refer to *Chapter 3.4 "Installing SQL Server 2005 Express separately or an instance"* from *page 3-22* and *Chapter 5.6 "Reinstalling TIS-Office"* from *page 5-13*.
Selecting a menu	**When selecting a menu, "Could not perform the operation. Please try again." is displayed.** How to solve the problem: • In the "system32" folder (Windows directory) the **perfc009.dat** and **perfh009.dat** are available. These files could be corrupted. Rename the files and copy the **perfc009.dat** and **perfh009.dat** from another computer on which the files are not corrupted. **Note:** Only copy the files if the same operating system is installed on the other computer! • Check whether the **Disable Performance Counters** registry key is available under **"HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\PerfProc\Performance**. If this entry is available and set to "1", change the setting to "0". Start TIS-Office again.

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Keyword	Topic
TISFile Transfer Service	**The TISFile Transfer Service cannot access the folders in a network even if all users have full access to these folders.** You must modify the user account used to log on to the service: • Select **[start]** > **Control Panel** > **Administrative Tools** > **Services**. • Display the Siemens VDO Trading – TISFile Transfer Service properties. • Switch to the **Log On** tab. • Select **This Account** and enter a user name and password for the local system.

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10 Glossary

.NET Framework

.NET Framework is a software development platform and allows different programming languages and libraries to work together seamlessly. Windows-based applications created in this environment can be more easily built into networked systems – it's also easier to manage, distribute and integrate them.

.NET Framework provides the basic infrastructure that Windows-based applications need to make Microsoft's .NET vision of connecting information, people, systems and devices a reality.

Client / Server architecture

A central computer (Server) provides several services that are used by other computers (Clients).

This architecture is used for local networks and on the Internet, i.e. a computer can either be a Client or a Server.

Most servers are high-performance computers that manage disk space, control tasks (e.g. print jobs) and network traffic. Clients are "standard" computer workstations at which the users work.

The Clients use server resources such as computing time, data or peripherals connected to the server. Thus, computer capacities can be used efficiently and many users can access the services at the same time.

Copy protection

In the computer industry a dongle is a small hardware device that is connected to a computer to authenticate some piece of software. When the dongle is not connected, the software runs in restricted mode or refuses to run at all.

Dongles are normally used in conjunction with software programs and Translation Memory Suites as a form of software protection.

Crystal Reports

Software reporting tool Crystal Reports can be used to retrieve information from several sources, e.g. MSDE, Microsoft SQL Server, Microsoft Access, MySQL and Oracle databases.

Database

Organised collection of data records that belong together, e.g. fleet data, personnel data. Generally, the database is managed by a database management system (DBMS). A database system consists of a DBMS and one or more databases.

The individual database contains different types of data records and provides several functions (searching, sorting etc.) so that the data can be retrieved.

Database Engine

Program module or modules providing access to a database management system (DBMS), e.g. MSDE or SQL Server.

Dongle

->Copy protection

Folder shares

Shares enable the user to access certain resources through his user account.

Access rights are assigned by the system administrator or any other authorised person. These rights are stored on the system (generally in a file called "Permissions log") and checked whenever a user tries to access a resource.

Instance

A database instance is a copy of the database. You can set up instances to separate several databases located on one computer in such a way that each database is protected in the best possible way.

MDAC

MDAC = Microsoft Data Access Components: MDAC supports programs so that these can communicate with databases. TIS-Office requires at least MDAC 2.7a – version 2.8 is recommended. This version can be installed from the TIS-Office CD.

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MSDE	MSDE = Microsoft SQL Server Database Engine: SQL Server version with limited database management functions.
Operating system	Computer program that controls the availability and operation of hardware resources, e.g. RAM, central control unit (CPU), hard disk memory and connected devices (peripherals). The operating system is the basis for any application software. Well-know operating systems are: Windows 2000, Windows XP, Mac OS, LINUX and UNIX
RAM	Acronym for Random Access Memory. Generally, RAM describes a volatile storage medium for writing and reading data.
Registry file	A central, hierarchical Windows database which stores information necessary to configure the computer system (users, applications, hardware). The registry file includes information and settings that Windows accesses constantly during operation, e.g. user profiles, installed programs and document types, folder properties, program icons.
Setup	When installing software, a special program copies the program files onto the computer. This program is called Setup, installation routine or program. Generally, the computer must be restarted to complete the installation – during the restart, the operating system registers the new program files.
SQL	Structured Query Language; SQL is a standardised scripting language. Database instructions can be written very easily.
SQL Server 2005 Express	License-free database environment Successor to MSDE 2000, but with less limitations.
System administrator	The person responsible for managing computers or computer systems. The system administrator creates user accounts and passwords, adjusts security policies, controls memory allocation and protects the computer from unauthorised access (viruses, malicious programs, Trojan horses).
USB	Acronym for Universal Serial Bus. Acronym for Universal Serial Bus. Serial bus with a bandwidth of 1.5 megabits per second (Mbps) which is used to connect peripheral devices. With USB up to 127 peripheral devices can be connected via a single host controller, e.g. external CD-ROM drives, printers, modems, mouse, keyboard.

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User account

In a multi-user environment user accounts are a tried and tested means to assign individual rights to systems and their resources. Generally, the system administrator creates the user accounts. A user account includes information on the user, e.g. password, rights, permissions and shared folders.

In many multi-user operating systems user groups can be set up that summarise several user accounts (or members). You can thus set permissions for the group that apply to each individual group member.

In a multi-user installation environment several users assigned to a user group can access the database at the same time. There is no need to assign the users individually.

User profile

Describes a data record of an authorised user that is managed by the computer. A user profile is required for security reasons and can include information on the user's access rights, e.g. mailbox location, terminal. See also User account.

Sources:

- Microsoft Glossary
- wikipedia.com
- adlexikon.de

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